

Do the COVID-19 Standards & Guidelines apply for Bradford and other regionals as well

Yes, the regionals should be following the University's COVID-19 Standards & Guidelines.

Are the updated COVID-19 Standards and Guidelines temporary because of COVID or should we expect them to be permanent?

At this time, there is no discussion of lifting them and we are asking that you treat them as permanent.

What should we select as "payment type" for our expense report when Anthony Travel books our flights with University flight credits? The options are only "cash/personal credit card" and the pre-population of the University card when the transaction is charged (which it isn't due to the use of credits). "travel credits" or "travel bank" isn't an option.

Don't submit this on an expense report as it will be treated as a reimbursement which is incorrect. When you submit the booking fee that was charged to your card, submit a comment that explains the booking fee as well as the receipt with the expense report.

Are there exceptions to the "must book through Concur" rule? Many of the conferences that faculty travel to offer hotel discounts. These hotels tend to be unavailable in Concur or are more expensive. Would a traveler be able to book outside of Concur in cases like this?

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.

What needs to be done for a Grad student who is attending a conference but doesn't have a University Travel Card? How should their airfare & hotel be handled (since I was told from PPT support that all Anthony Travel is tied to a travel card)?

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.

If a student is booking using their own funds, it is still recommended that they register this travel information. Instructions for manually registering travel is available [here](#).

Could you provide a link as to where it states Anthony Travel MUST be used. I can image that question coming up a lot

The University's COVID-19 Standards and Guidelines are available on [Pitt's policy website](#). Additionally, this information is available on the [Purchase, Pay & Travel website](#) which links to the University's

Standards & Guidelines as well as [University Policy AO 30](#) which requires the use of University-wide contracted suppliers when available.

What is the RealID guidelines and deadlines if they don't have a Passport.

Pennsylvania's Real ID deadline has been extended through May 3, 2023. Learn more about Real ID on the [PA DMV website](#).

I went into Concur, submitted a request for airline travel; selected the option to have Anthony Travel assist and got a Request ID #. My email confirmation noted that my personal Visa (in my Concur profile) the method of payment was my personal Visa. I thought that all travel expenses must go through T card

You should go to your Concur profile settings and make your University Travel card your default card. You can also remove your personal card in your Concur profile settings. Visit [this page](#) for training information and quick user guides related to Concur.

How should we reimburse grad students for meals while in travel status? Should we have them pay for meals, keep their receipts, then reimburse them? Thank you!

[Vincent Payment Solutions™](#) cards can be used. Vincent Payment Solutions™ offers a flexible methodology to execute payments to individuals outside of a traditional Accounts Payable vendor structure. To learn more, submit an inquiry to Purchase, Pay & Travel [Customer Service](#) by selecting "Payment Processing" and "Vincent Card" as the inquiry type which will put you in touch with the appropriate contact in Payment Processing.

Eons ago I had a traveler with an afterhours emergency to book new flights. they were told Anthony Travel didn't assist with that. what can a traveler do if the afterhours refused to assist?

Anthony Travel provides the University with assistance 24/hours, 7 days a week, 365 days/year. Contact information, including after hours is available on the [Purchase, Pay & Travel website](#). If there is ever an issue when contacting Anthony Travel after hours, you should ask to speak with an AT manager.

I understand that students traveling on university funds must use Anthony travel to book airfare. Can the students call Anthony to work with them on airfare details then ask them to contact the department for account numbers/travel card info of department staff? Is that how that can work? I want to email our students so they fully understand how to manage travel.

The University Travel Card cardholder (such as a Department Admin) should create a request. The card associated with this cardholder will be used for the booking, and the student can use the request ID to book the travel. Visit [this page](#) for training information and quick user guides related to Concur, including how to create a request.

Cannot find triplink app, is this the right spelling?

Tripl Pro saves you time by creating a master itinerary for your trip that you can access anytime. TriplT will keep your itinerary, reservations, meetings, and other trip information all in one place, and it makes sharing with others easy. TriplT will also send travel alerts (e.g. boarding gate information and flight delays or cancellations).

Our students come from out of town to attend classes and use local hotels who discount for them as Pitt students. Do the hotels Anthony works with do the same?

Visit the [Purchase, Pay & Travel website](#) for a list of local hotels for visitors & guests. These local hotels are contracted partners of the University and provide a discounted rate to travelers. If you have a hotel property that you point students to, please let [Emily Duchene](#) (Travel Program Manager) know so that she can explore opportunities to add them to this list.

When I submitted a car reservation, I receive a message asking me to enroll in the "EC". How would I do that?

Enterprise has a rewards program called the Emerald Club. To enroll, go to [Enterprise's website](#) and register for this program, then enter this number in your Concur profile settings to earn perks when you book rentals in the future.

Will we be able to see the balance on unused funds?

Once those funds are utilized, the agent will tell you they are no longer available.

Does policy at this time require hotel be booked through Concur as well? I have travelers with loyalty programs to 3rd parties like hotels.com, if this is used will it not be approved for reimbursement?

The only hotels that should be booked outside of Concur/Anthony Travel are for conferences that are taking place at specific hotels which are not available through Concur/Anthony Travel or AirBNB. Hotel rewards program numbers should be entered into the traveler's Concur profile.

Can you please explain what should be done if someone driving a rental car gets into a vehicle accident? Is there a different process if it's after hours?

Enterprise is the University's contracted supplier for car rental and should be the first option unless they are not available. If an accident occurs, you should first reach out to the rental location where you got the car. There is insurance coverage under our agreement with Enterprise, you do not need to purchase anything additional. Report that there has been an accident and when you return you should also report to the [Office of Risk Management](#) at the University. There should be an after-hours number for Enterprise on the rental agreement as needed.

If we need to book tickets for multiple people traveling together and everyone is not from Pitt (spouse, child, etc) or from different departments / schools within Pitt, how should we do that in order to get seats together on the flights but pay separately?

In a situation like this, 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.

Are students permitted to book hotels outside of Concur and then be reimbursed, since they do not have their own Travel Cards and since most hotels charge the card that is presented in person at check-in?

A request should be created by a University Travel Card cardholder (such as a Department Admin), then the request ID should be provided to the student so that the student can then book the travel through

Anthony Travel. Visit [this page](#) for training information and quick user guides related to Concur, including how to create a request. Alternatively, the University Travel Card cardholder can request a credit card authorization form from the hotel and provide the Travel Card information this way. Lastly, the student can use a personal card and submit for reimbursement if there is not one available through the department.

Will we receive a credit for any flights that were booked prior to COVID and are now being rebooked? For example, we have a faculty member who booked a flight on a sponsored 05 account in 2019, flight was cancelled and added to the unused ticket bank, she rebooked the flight recently and the flight is now being charged to our department's 02 account (per account number entry from faculty member on request form). It doesn't seem to make sense that we would be charged twice for flights that were added to the unused ticket bank.

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

Do grad students need a travel card of their own for expenses during travel?

Only students who are eligible employees are permitted to obtain University Travel Cards. If not an employee, a request should be submitted by a Travel Card Cardholder on behalf of the student. This user's Travel Card will be used for the expenses. Visit [this page](#) for training information and quick user guides related to Concur, including how to create a request. Also, students can use a personal card within Concur if being reimbursed up to a certain amount.

WE have grad students who have already booked hotel rooms for a conference in late October and their credit cards have been charged for one night. How do they get reimbursed??

Submit as a normal reimbursement after the conference has occurred.

Can students use per diems for meals

Yes. We encourage Vincent Payment Solutions™ cards for per diem use. [Vincent Payment Solutions™](#) offers a flexible methodology to execute payments to individuals outside of a traditional Accounts Payable vendor structure. To learn more, submit an inquiry to Purchase, Pay & Travel [Customer Service](#) by selecting "Payment Processing" and "Vincent Card" as the inquiry type which will put you in touch with the appropriate contact in Payment Processing.

I don't know if this was already mentioned, but for those new to arranging travel for the car rentals - would it be helpful to mention that a PO # should be listed when submitting the car rental through Concur?

This method should only be used for students. No travel for faculty or staff should be booked using a PO. This should be paid for using a University Travel Card. All staff and faculty are eligible to obtain a University Travel Card.

Some Grants don't allow per diem

In this situation, a University Travel Card should be used.

I already use Triplt for personal travel. Should I use the same account for business travel or a separate Tripit login?

To add a personal Triplt Pro account to your Concur Profile > Settings > Personal Information. Do not change email 1 in your settings, but you can add a second one. You can add up to 3 emails.

I've called numerous times the help line 624-3578 and no one has been answering. Is this service no longer available?

Purchase, Pay & Travel is currently not answering live telephone calls due to a staff shortage. You can leave a voicemail and they will call you back or you can submit a [web inquiry](#). The Purchase, Pay & Travel Customer Service team will be resuming answering live calls by telephone shortly.

Can you explain the point of a "Request" again?

Requests are 1) preapprovals for those departments that require preapproval and 2) authorizes that you are travelling for Pitt. Visit [this page](#) for training information and quick user guides related to Concur, including how to create a request.

More clarification, flights/hotels/car rentals will NOT be reimbursed if not booked with Anthony Travel? (of course there are exceptions such as booking hotel via a conference.)

Correct.

It's been a long time since I have used Anthony....does all faculty, staff and students have an Anthony Travel account?

All faculty and staff have an account with Concur/Anthony Travel. Students who are eligible employees have accounts as well. Students who are not employees would have to have travel booked for them as a guest.

Do you use Concur to book your own personal travel using your personal CC? I would be interested in doing that but wasn't sure if it was allowed.

We encourage you to book directly with these vendors when it is for personal travel. [PittPerks](#), through OHR, offers personal purchase discounts through various suppliers. For example, you can book a discounted rate on personal rentals through Enterprise using PittPerks.

I am booking flights for grad students attending a conference. Do I go in as "acting as other user" to book their flights or should I book them as guests?

This airfare should be booked as a guest.

If you book your own Travel on Concur and don't book through an agent, do you need to do a request?

Yes. If you go into Concur and start to do your booking, after the final confirmation page it will automatically take you through the process for the request in order to complete the booking.

If your credit card expires or you get a new card

Go into your Concur profile and remove the old card, confirm that current credit card is accurate. Visit [this page](#) for training information and quick user guides related to Concur.

For graduate students (or any traveler): if the entire flight or hotel is not covered by a departmental account, we can then reimburse them, right? That being the case, do we need to have pre-approval in these types of reimbursements or do we just need to add a note in Concur?

If it's not entirely covered, let them use a personal card for this and then submit the reimbursement for the reimbursable value. Make a note in the comment of the expense report so that Payment Processing knows what this reimbursement is for.