

# Travel Guides, Tools, and FAQs

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## Frequently Asked Questions

### What is Concur Travel and Expense?

Concur Travel and Expense is a hosted, web-based system integrating a complete travel booking solution with an expense reporting tool.

### Why should I use Concur Travel and Expense?

The system includes an online travel reservation system that is very similar to typical online travel reservation systems; built-in business rules to assist travelers with the multiple travel rules; replaces the current paper intensive process; allows the traveler to do business via their smartphone with Concur's mobile app. All of which facilitate quicker reimbursements.

### How do I add a travel assistant/arranger?

You can choose an assistant or arranger to view and modify your profile or to book travel and trips on your behalf. Each traveler can have one primary assistant. This allows the primary assistant's name and work phone number to become part of the traveler's GDS profile (if configured). Only users with a work telephone number in their profile can be selected as primary assistants.

To add or change an assistant or travel arranger:

1. Click Profile > Profile Settings > Assistants/Arrangers (in the Travel Settings section of the left-side menu).
2. Click Add an Assistant to search for your assistant's last name. Use the following format: LastName, FirstName (no spaces), for example: Smith,June. A list appears.
3. Select the desired assistant from the search results.
4. Check the box for "Can book travel for me"
  - a. If you have multiple people assigned as assistant/arranger, check the box for "is my primary assistant for travel".
    - You can add as many assistants as you need, but there can be only one primary.
    - Primary assistants receive emails for ALL travel activity of the person to whom they are assigned.
5. Click Save.

### How do I book travel for someone else?

If you have been assigned to be a Travel assistant/arranger, use the Acting as other user list that is available in the Profile menu.

To book travel for another user:

1. Click Profile.
2. In the Acting as other user section, select the desired user.
3. Click Start Session.
4. The travel options and tasks for the selected user now appear. Complete the tasks as usual.

**Is there a mobile app?**

Yes. Concur for Mobile is available for iPhone, Android and Blackberry devices.

**How do I book for my family?**

Book your own own ticket online, then call CTP booking agent at 844-863-8174 to book for others.

**How do I book group travel?**

Group travel can be arranged by calling a CTP booking agent at 844-863-8174.

**How can I book group hotel accommodations?**

Group hotel accommodations can be arranged by calling a CTP booking agent at 844-863-8174.

**What happens if an airline cancels my flights?**

Call a CTP booking agent at 844-863-8174 to rebook, refund or modify flight(s).

**How can I change the name in CTP?**

Call CTP online assistance at 877-727-5188.

**How do I book accommodations for a conference?**

There is a separate form, how to get from CTP? Also in some cases, you have to book the conference.

**Can I get GPS for my rental car?**

If available, yes. However, it is not reimbursable.

**How do I use airline club to upgrade seat?**

Put your airline club numbers in Concur profile. Some airlines will acknowledge this and allow you to pick upgraded seats. For others, book the flight in Concur, then use the Record Locator and contact the airline directly to upgrade seat.

**Am I eligible to book round-trip business class if only one leg of the trip is over 6 hours?**

No. Each leg of a trip is considered separately.

**Can I get reimbursed for a hotel room if my connecting flight wait time is over a significant amount of time?**

No.

**Can I get reimbursed for access to an airport lounge if there is a significant delay with the flight?**

No.

**Do guests have to abide by our travel policy?**

Not if expenses are not reimbursable.

**Do I have any say in the travel policy?**

You can comment on the policy at [travel@fordham.edu](mailto:travel@fordham.edu). Comments and suggestions are appreciated.

**Does the travel policy apply to all travel circumstances?**

In general. If circumstances exist that require exemptions from the policy, contact the Office of Treasury Operations at [travel@fordham.edu](mailto:travel@fordham.edu) or 718-817-4940.

**Does the travel policy apply to contractors or consultants?**

Reimbursement for travel expenses for contractors must not exceed policy guidelines. Lower limits may be adopted.

**How often is the policy updated?**

At a minimum, updates are conducted annually. More frequent changes may be made as necessary.

**I have preferred membership status with a car rental agency other than Enterprise/National, why can't I use those since I'm going to get a discount or can upgrade to a higher class vehicle?**

Enterprise/National must be used unless the service is not available. This assures proper discounts are applied and insurance related matters efficiently managed.

**What happens if I have an exception?**

Contact Office of Treasury Operations at [travel@fordham.edu](mailto:travel@fordham.edu) or 718-817-4940.

**What is the difference between an exception and a policy violation?**

An exception involves circumstances that justify a specific exemption to the policy. A violation is an action that is inconsistent with the policy that has not been previously approved.

**Who manages the travel policy and process?**

The policy is the responsibility of the Office of Treasury Operations.

**Who sets the travel policy?**

The policy is set by the Office of Treasury Operations with the approval of the Senior Vice President for Finance.

**Why are some flights or hotels so expensive?**

There are multiple factors that impact pricing for air transportation and lodging. Both airfares and lodging are impacted by supply and demand. Early reservations often result in lower costs. The pricing shown on the CTP/Concur Travel Site are current market pricing.

**Why are there so many travel guidelines or restrictions?**

Guidelines and restrictions are designed to provide business appropriate services at the lowest reasonable cost to the University. The guidelines also assure compliance with IRS regulations related to the reimbursement of certain business expenditures.

**Why can't I keep booking travel the way I am doing now?**

The booking and expense reporting requirements are designed to provide business appropriate services at the lowest reasonable cost to the University. The use of a single booking process provides for discounts for both airfare and lodging. The single agency process also provides for seamless integration of travel expenses to the Concur Expenses system.