

## **Travel Agencies and Concur – All Fund Types Guideline**

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### **I. Title**

Travel Agencies and Concur - All Fund Types Guideline

### **II. Objective**

Travel Guideline DIS-T-GL6 provides information about using Concur for travel booking and the mandatory contracts for travel agency services provided to all institutions of The University of Texas System (“UT System”).

In accordance with the Texas Government Code, Chapter 660, Subchapter A, [Section 660.007](#), state agencies must take proper steps to ensure that travel arrangements are the most cost effective. UT System has contracts with travel agencies authorized to book airline flights, car rentals, ground transportation, and preferred hotels in compliance with UT System or State of Texas contract rates. Travelers and departments may also use Concur for booking airline flights, car rentals, and hotels.

Use of the travel agencies or Concur helps the University achieve maximum savings for business travel.

**Note:** This guideline does not apply to individuals traveling for personal reasons with personal funds.

### **III. Scope – Who Should Know**

All University of Texas at Arlington (“UTA” or “University”) employees, students, prospective employees, and non-employees who are traveling for UTA business.

## IV. Guidelines

### A. Travel and Duty of Care Policy

See UTA [DP-BF-T-PO-01](#) *Travel and Duty of Care Policy* for complete information that applies to this Travel Guideline and all University funded travel:

- Definitions
- Relevant federal and state statutes and websites
- Relevant UT System rules and policies
- Applicable UTA policies, procedures, travel guidelines, and additional resources
- Applicable UTA forms

### B. Travel Agencies

#### 1. Travel Agencies

To book airline flights and direct bill the University, there are two (2) travel agencies authorized by UT System.

**Travelers and departments are required to use one of these travel agencies or Concur (see [Section C](#)) to book airfare.**

- a. Corporate Travel Management North America, d/b/a Collegiate Travel Planners (“CTP”). See [Section D](#) for complete information.
- b. Anthony Travel, LLC (“ATI”) – see [Section E](#) for information.
- c. Both agencies are authorized to book a ticket upon the completion of a fully approved Travel Request (See UTA Travel Guideline [DIS-T-GL1](#) *Pre-Travel Requirements – All Fund Types*).
- d. The travel agencies recognize the following holidays:
  - New Year’s Day
  - Martin Luther King
  - President’s Day
  - Memorial Day
  - Independence Day
  - Labor Day
  - Thanksgiving + Day after Thanksgiving
  - Christmas Eve
  - Christmas Day

## 2. **Airfare for Employees and Students**

To book airline flights and direct bill the University, employees and students are **required** to use the UT System contracted travel agencies or Concur, the online booking portal (see [Section C](#)).

## 3. **Airfare for Non-Employees**

For non-employees traveling on official University business, when there is a benefit to the University, a University department may arrange airfare using the contracted travel agencies or Concur, the online booking portal (see [Section C](#))

## 4. **Hotel Reservations**

If a department/traveler books hotel accommodations using CTP, ATI, or Concur (see [Section C](#)), it is the department's/traveler's responsibility to ensure that the nightly rate does not exceed the per diem rate for the location. Hotel reservations require a personal credit card or a UTA Travel Card in order to book or hold.

## 5. **Air Travel and Auto Rental**

For complete information and restrictions related to air travel and auto rentals, see UTA Travel Guideline [DIS-T-GL7 Transportation Options in Travel Status – All Fund Types](#).

## C. **Concur – Online Booking Portal**

Concur is the most efficient and cost-effective tool for making travel reservations.

**Travelers/departments should use this online tool when at all possible.**

The system is very similar to other online booking entities such as Travelocity, airline sites and others.

Concur is available 24/7 to book domestic or international airfare, hotels, and car rentals from one of the UT System contracted auto rental companies. For additional information on airfare and auto rentals, see UTA Travel Guideline [DIS-T-GL7 Transportation Options in Travel Status – All Fund Types](#).

**Note:** CTP provides and administers Concur, the on-line booking portal

Active employees including student employees should access CONCUR by using [myapps.uta.edu](http://myapps.uta.edu) and clicking on the Concur icon.

If you have any difficulty or need assistance, please contact the Concur Online Help Desk at 877-727-5188.

#### **D. Collegiate Travel Planners**

Collegiate Travel Planners (“CTP”) is an approved travel agency that travelers/departments may use to book airline flights, hotels, and car rentals from one of the UT System contracted auto rental companies (See UTA Travel Guideline [DIS-T-GL7](#) *Transportation Options in Travel Status – All Fund Types*).

##### **1. Normal Business Hours, Phone Number, and Email**

All calls and inquiries during normal business hours (8:00 A.M. to 6:00 P.M. Central Time) should be directed to CTP’s number, 1-866-366-1142 to avoid unwarranted service fees.

CTP can also be reached via email: [utmailbox@ctptravelservices.com](mailto:utmailbox@ctptravelservices.com)

For complicated international reservations, travelers are advised to speak with a full-service travel agent for assistance. CTP travel agents can scroll through multiple pages of availability and use specific entries, discuss and confirm options for the lowest fare for the itinerary. Working with a CTP agent also ensures that the passport/visa requirements are also addressed.

##### **2. After Business Hours or Weekends:**

- a. If urgent/emergency travel arrangements need to be made after business hours or on the weekend, call 800-441-6512. CTP contracts out the after-hours service reservations.
- b. It is important to note that the after-hours service should be used only for emergencies and/or for reservation requests that must be handled when CTP offices are closed. It is strongly recommended that travel arrangements be made during normal business hours.

#### **E. Anthony Travel, LLC. – Business Hours, Phone Number, and Email**

Anthony Travel, LLC (“ATI”) is also an approved travel agency that travelers/departments may use to book airline flights, hotels, and car rentals. All travel profiles will be shared between ATI and CTP. See UTA Travel Guideline [DIS-T-GL7](#) *Transportation Options in Travel Status – All Fund Types* for complete information on airfare and car rentals.

Travel can be booked over the phone with an agent by calling 800-684-2044.

Travel requests can also be sent to the University's dedicated email box, [UTTravel@anthonytravel.com](mailto:UTTravel@anthonytravel.com).

ATI's normal hours of operation are from 8:00 A.M. to 5:30 P.M., Monday thru Friday.

For after-hours support, call 800-342-9008, VIT Code 4RRG.

#### **F. Exceptions to This Guideline**

There may be occasions when departments/travelers need to request an exception to the travel rules on airfare (this applies only to chartfields following local rules). Exceptions must be obtained PRIOR to the start of travel, documented in writing and final approved by the Associate Vice President for Business Affairs and Controller, or designee. The request must be submitted using the **Business Affairs Exception Tracker** located in [UTA SharePoint](#). Each request must include detailed justification for the exception and the benefit to the University if the exception is granted. **Concur Expense must reference the approval BAET number.** Documentation of the request and its' disposition will be maintained in the Business Affairs Exception Tracker. In every case the account administrator is responsible for ensuring that all travel and charges are appropriate, comply with the source of funds, and support the mission of the University.

**NOTE:** The circumstances of the request will be taken under consideration. Any exception ultimately granted does NOT alter the existing Travel Guideline and should not be construed as precedent for allowing repeated exceptions to the existing Travel Guideline.

#### **V. UTA Offices Responsible for Guideline**

**Responsible Officer:** CFO and Vice President for Business and Finance

**Sponsoring Department:** Office of Disbursements

#### **VI. Dates Approved or Amended**

August 1, 2019

September 14, 2020

August 30, 2021

July 12, 2024

November 4, 2024

#### **VII. Contact Information**

Questions regarding this Travel Guideline should be directed to the Office of Disbursements at 817-272-2194, or email [travelservices@uta.edu](mailto:travelservices@uta.edu) .

Send notifications of errors or changes to: [travelservices@uta.edu](mailto:travelservices@uta.edu)