Frequently Asked Questions

Collected below are the most Frequently Asked Questions for easy reference.
If your question isn't answered here, please email travel@vanderbilt.edu.

Why did Vanderbilt implement a travel policy and program?

Convenience:

- **"Soft" policy checks** help users stay within guidelines when booking.
- **Intuitive user interface** (tool) and **high-quality in-person assistance** (agency) enhance booking experience.
- Proven, in-person agency **support in emergencies** on the road.

Duty of Care

- Enhanced ability to **identify and assist travelers** in the **event of an emergency.**

Intelligence:

- **Central data repository** of Vanderbilt community travel utilization to better inform management and central travel office.
- **Increased negotiating power** with travel vendors (airlines, hotels, rental car companies, etc.) as all bookings are captured and recognized as VU spend by vendors.
- Substantially **decreases administrative effort** and **improves internal controls.**
- **Enhanced fairness** among travel community across campus, as non-compliant **usage can be easily identified** and resolved.

Speed:

- **Substantial reduction of pre-travel bureaucracy** by eliminating layers of approvals and paperwork.
- **Faster, on-the-spot assistance** in emergency situations or for special requests while traveling.

OBTAIN TRAVEL AUTHORIZATION

What is my travel authorization process?

Travelers must still obtain the proper authorization required by their department, division or school before booking travel. Your business officer/finance leader should communicate your department's internal authorization process.

PLAN YOUR TRIP

Visit the Vanderbilt travel [website](#) for resources on what to do before, during and after you travel. You will find information on free vaccinations, travel documents, an international travel checklist, export compliance and more.

What do I need to know before making travel arrangements?

- Vanderbilt's travel agency, World Travel Services, can assist faculty, staff and graduate students in booking airfare, hotel, and car reservations.

- World Travel Services works in conjunction with Concur, our online travel booking system to make booking, receipt collection, and itinerary fulfillment faster and easier.
- Vanderbilt's Travel & Business Expense Policy has been integrated into the Concur Travel booking system.

BOOK TRAVEL

Can I still use Orbitz/Expedia/Travelocity, etc... to book travel?

As of July 30, 2013, it is required for all active faculty and staff to use the Concur online booking tool or Vanderbilt's travel agency of record to book business travel. World Travel Service is Vanderbilt's travel agency of record and is integrated with the Concur travel online booking tool to provide travelers with best-in-class technology. You may book through World Travel via the online Concur tool or by calling an agent for assistance with more complicated international trips or trips with multi-legs. World Travel is available to solve problems, give professional advice and assist with visa and passport processing. They provide personalized service via phone or email and support online reservations and newly initiated agent bookings.

Does the Concur system know the VU Travel & Business Expense Policy?

Concur has been built to assist you in complying with Vanderbilt's Travel & Business Expense Policy during the booking process. The system has built-in popups, requirements, and policy considerations to assist in booking travel within policy.

Whom do I contact for booking questions or assistance?

World Travel provides Vanderbilt travelers with a 24-hour help desk. For agent assistance, please contact World Travel Service at **877-271-9258** or email vanderbilt.travel@worldtrav.com If you are traveling internationally and calling from outside the United States, please call World Travel Service collect at **(865) 777-1600 (Refer to code: W-7CD).**

Who can book in the Concur online booking tool?

All active Vanderbilt faculty, staff, and graduate students may log into the system using their VUNet ID and password via the SKYVU (https://www.vanderbilt.edu/skyvu/) and Vanderbilt Travel website (https://finance.vanderbilt.edu/purchasingandpaymentservices/travel/). Students and guests of Vanderbilt traveling on university business may have a Vanderbilt faculty or staff member with the Guest Travel Coordinator (GTC) privilege book travel for them. Students and guests who are not U.S. citizens or permanent residents must contact the International Tax Office at ito@Vanderbilt.edu to complete all necessary forms and have possible tax implications evaluated before booking travel.

What are travel assistants?

Travel assistants/arrangers will be able to make travel reservations on your behalf once your profile is completed and you have assigned them in this role in Concur. Click here to download a Quick Guide that will step users through assigning Travel Assistants in Concur.

How do I book a ticket for my spouse/companion to travel with me?

Since booking through the tool is only available for faculty and staff in this instance it is best to call a World Travel agent at 877-271-9258.

Please be sure to tell them that you are booking one business trip and one companion trip. This way, they can enjoy the same frequent flyer benefits that you do and you can be assured of sitting together. The World Travel agent will charge the both the faculty/staff member's ticket and companion ticket to a personal credit card only. There will be a $17.50 fee for a domestic or international personal ticket. This is the Vanderbilt negotiated fee for an agent assisted ticket. For this fee you get:

- Booking and coordinating the travel for both parties in one phone call.
- Fare monitoring – if the fare decreases more than the applicable airline's change fee then we automatically reissue for the lower fare.
- Fare discounts – VU and World Travel network discounts on air and hotels where applicable.
- Automatic Re-accommodation – If the airlines change their schedule, our agents will work with you and the airlines to get you re-accommodated on an appropriate schedule for your business purpose and coordinate down line travel arrangements as needed.
- Assistance while traveling – Available 24/7 worldwide.
- Advocacy – in the event of a service failure on behalf of a supplier, we will work with you and the supplier to reach a resolution.
- Multiple travel options across all applicable suppliers in one phone call to ensure the best fare and routing for the business purpose.

Can I log into Concur from any computer?

Users can access Concur via the link on the Vanderbilt SKYVU webpage at https://www.vanderbilt.edu/skyvu/ . This brings you to the VU Single Sign On (SSO) screen where you input your VUnet ID and Password for a secure log-in to Concur. However, you can lock yourself out by trying to login via concursolutions.com and will need to wait 24 hours before trying to log in via the SKYVU page. If a user cannot log in via SSO – please contact travel@vanderbilt.edu

What is the Concur mobile app?

Concur Travel is also available via the Concur mobile app. Concur's mobile app is linked within the Concur tool, allowing travelers to manage itineraries and expense transactions from their iPhone, iPad, Windows Phone, or Android. The application is free and there are no transaction fees. Key features include:

- Managing of travel itineraries
- Changing air travel date or time
- Adding or changing reservations for hotels or rental cars
- Arranging for taxis or dining reservations

Do I need to create my own profile?

No, Oracle uploads a nightly data feed into Concur that "creates" your profile for you. Employees and students with active Concur profiles are responsible for completing the information within their profile to enable the booking and expense processes to take place successfully. This includes choosing your travel preferences and reviewing the options and features. Once you have completed your profile, you can assign travel assistants who can book travel on your behalf. Click here to download a Quick Guide that will step you through completing your Concur profile.

Your name in your Concur profile must match your name on your government issued photo ID that you use when traveling and on airline boarding passes. If your name in your Concur profile does not match, please make updates to personal information via Oracle Cloud. From the Navigator, users can select "Personal Information" found beneath the heading "About Me." The first panel on the screen will be "My Details," where a user may click "Edit"

and begin submitting changes to his/her information. If users need to book travel same day, please reach out to travel@vanderbilt.edu for Concur profile assistance.

Can I add my TSA Pre check / Known Traveler Number (KTN) in my Concur profile?

Yes. This number must be entered into your Concur profile when booking airfare so that it is included in future air travel reservations. Click here to download a Quick Guide on how to update your Concur profile to include your TSA Pre check and Global Entry / Known Traveler Number.

Will Southwest Airlines fares show up in Concur?

Southwest Airlines has joined with Concur to offer access to SWABIZ, Southwest Airlines' business travel reservation Web page. VU travelers will be able to cancel and rebook Southwest tickets within the Concur online booking tool or they can call a World Travel agent if needed at 877-271-9258.

Will I still receive my mileage points as a frequent flyer for all my airline travel?

Your Concur profile includes a section for Frequent Traveler Programs e.g. frequent flyer numbers or other similar travel rewards programs for car rental and hotels. Reservations and purchases you make through World Travel/Concur will be linked to the information in your profile. The name on your frequent travel rewards programs must match the name in your Concur profile to get points awarded.

Can I book international reservations online?

You may book international travel in Concur, however, it is recommended that all complex international travel (e.g. more than two legs) be booked by calling a World Travel agent at 877-271-9258 or emailing vanderbilt.travel@worldtrav.com , who can check for best trip routing, connection times, schedules and airline rates as well as provide options, and ensure you have proper travel documentation.

What if I have two or more travelers going to the same destination?

Concur has a great feature for this - trip cloning. This feature allows a travel arranger to easily make multiple reservations for one trip. The travel assistant makes the first reservation and then "clones" the remaining reservations without having to repeat every step of the booking process multiple times.

How do I pay for my airfare? How will I receive my tickets?

All reservations for employee business travel should be booked through World Travel or the Concur online booking system and will be charged to the credit card in the employee's Concur profile. This credit card will need to be either a personal credit card or a Vanderbilt One Card issued in that employee's name. You will receive a travel booking confirmation that contains your flight itinerary and invoice with your payment confirmation.

How do I reserve a car or hotel?

You can make all your travel reservations at the same time in the Concur system on the "Travel" tab or you can go back and add reservations at any time. You will need your personal credit card or a Vanderbilt One Card to reserve a hotel or car rental.

What do I do if the conference I am attending has a special conference hotel rate?

You may still book these directly through the conference organization to take advantage of the discount and rooms reserved by that conference's housing bureau reserved room blocks.

Can One Cards be used for conference registrations?

Yes. One Cards can be used to pay registrations for the individual cardholder or others within their area who do not have a One Card.

I am flying into one airport but need my car/hotel in a different location. How do I do this?

Continue through the Concur tool as if you are just doing an air-only trip. Do not choose a car or hotel while filling in your cities and dates on the main page. Upon reserving your flight, you will be presented with the Travel Details page, where you will have the option to Add Car/Add Hotel, Cancel Car/Cancel Hotel, and designate the city of pick up in the travel booking tool.

How do I view my itinerary?

Concur will send your travel itinerary to the email address listed in your profile immediately after you confirm the trip. You will receive an email with your final itinerary once the ticket is issued. You can also view your itinerary in Concur. In addition, you can download the TripitPro app and organize trip details into one master online itinerary — even if arrangements are booked at multiple travel sites.

What if my trip is canceled after airfare is booked? How are unused tickets tracked/used?

When a reservation on which non-refundable tickets have been issued needs to be cancelled, the traveler or travel assistant must call a World Travel agent to cancel the reservation at 877-271-9258. The unused airline ticket becomes an unused ticket credit on file within the Concur tool and World Travel and is listed in Concur profile for that traveler.

Every airline is different on how they allow unused tickets to be reused for future travel but in general, the unused ticket cannot be transferred to another person, must be traveled on within a year from the date of issue and will incur some sort of penalty (except for Southwest) at time of ticketing for the new ticket. Each time you make an airline reservation, Concur will automatically check to see if your unused ticket can be used towards the purchase of your new airline ticket. World Travel will make all attempts to utilize unused tickets.

Travelers should contact World Travel to utilize the unused tickets before booking online. Southwest credits will appear in the section below where the ticket credits for the other airlines appear. Southwest credits can be applied to ticketing within Concur.

Can Concur be used to book personal travel?

No. The Concur online booking tool should never be used for personal travel.

Can I book lodging accommodations via Airbnb?

University employees will be able to choose Airbnb as a lodging option for expense reimbursement in Oracle. Airbnb is a community marketplace for accommodations and has offerings in more than 34,000 cities and 191 countries.

I've lost my air itinerary/ invoice? How can I get another copy for my expense report?

Travelers and arrangers can use this link to retrieve/complete the passenger airline ticket request form from World Travel: http://www.worldtrav.com/travel/passenger-ticket-receipt-request

Due to the transition to Oracle, is Concur still available to book travel?
Concur Travel will remain active as the university's online booking tool supported by World Travel Service.

Is my credit card information secure?
Concur holds liability for security of credit cards and all personal information stored in its' system. The process of providing credit card information to Concur mirrors that for airlines, hotels, online travel vendors like Orbitz and retailers such as Amazon. This data is required for booking hotel and transportation arrangements. All data is immediately encrypted when transmitted and subsequently stored on Concur systems. Concur meets international security standards for the privacy and safeguarding of data and will investigate and resolve individual complaints or disputes. Like credit card information, Concur holds liability for the security of all personal bank account information. The security standards surrounding the privacy and safeguarding of data described above also apply to personal bank account information. Concur services over 10,000 clients located in more than 90 countries

- Concur processes 28 million transactions worth over $35 billion in T&E spend a year
- Over 10 percent of the U.S.'s T&E spend is processed by Concur solutions
- More than half of the Fortune 500 are Concur clients, including 7 of the top 10 U.S. companies
- Over 60 percent of Business Travel News' Corporate Travel 100 are Concur clients
- Concur meets international security standards for the safeguarding of data and is proactively subjected to a number of globally recognized standards, including:
  - ISO27001 (BS7799 certified since 2004) & ISO20000
  - SAS70 (within the US)
  - Sarbanes-Oxley (SOX) compliance (within the US)
  - VISA registered CISP Compliant Service Provider Level II
- Concur only collects the minimum personal data that is necessary. Personal data is never used for marketing and is only transmitted to third parties when there is a specific requirement for an agreed business service. All data is encrypted when transmitted and subsequently stored on Concur systems.