

Frequently Asked Questions

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

Why did Vanderbilt implement a new 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.
- **Automated expense reporting**, featuring pre-populated reports and state-of-the-art functionality (e.g., receipts upload via mobile device).

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.
- **Fastest possible payment cycle** by merit of fully **integrating the booking and expense tool** and **transitioning to e-workflow** – target is **4-6 business days**.
- **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 vanderbilt.edu/travel 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, can assist faculty and staff in booking airfare, hotel, and car reservations.
- World Travel works in conjunction with Concur, our online travel booking and expense reporting system to make booking, receipt collection, and expense reporting faster and easier.
- Vanderbilt’s [Travel & Business Expense Policy](#) has been integrated into the Concur system.

BOOK TRAVEL

Can I still use CTM/Orbitz/Expedia/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 and expense 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 booking and expense reporting. The system has built-in popups, requirements, and stops to assist in complying with Vanderbilt policy and IRS regulations. Colored icons represent VU policy compliance:

Green icon	within VU policy
Gold icon	justification for exception is required
Red icon	outside policy – not allowed

Whom do I contact for booking questions or assistance?

World Travel provides Vanderbilt faculty and staff with a 24-hour help desk. For agent assistance, please contact World Travel Service at 877-271-9258.

Who can book in the Concur online booking tool?

All active Vanderbilt faculty and staff may log into the system using their VUNet ID and password via the eBiz portal (www.vanderbilt.edu/ebiz). Students and guests of Vanderbilt traveling on Vanderbilt business may have a Vanderbilt faculty or staff member with the Guest Travel Coordinator (GTC) privilege book travel for them. Guests and students 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.

Do I have to use Concur? If I prefer paper, can I still use the Vanderbilt travel forms?

Since July 30, 2013, all Vanderbilt faculty and staff have used the Concur online tool for business travel booking, expense reporting and reimbursement. Payment Services no longer processes employee reimbursements on paper forms.

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, but you want them in the same record since they are traveling together. This way, he/she 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 faculty/staff member's ticket to either a VU issued payment card (One Card) or the personal card (whichever is applicable) and the companion ticket to the 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 from 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? What is the Concur mobile app?

Users can access Concur via the link on the Vanderbilt E-Business webpage at www.vanderbilt.edu/ebiz. This brings you to the VU Single Sign On screen where you input your VUnet ID and Password for a secure log-in to Concur. However, you could have locked yourself out if you went to concursolutions.com and you will need to wait 24 hours before trying to log into the e-Biz page. If a user cannot log in via SSO – please have them contact travel@vanderbilt.edu

Concur 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
- Capturing out-of-pocket expenses
- Photographing and uploading receipts

Do I need to create my own profile?

No, HR uploads a nightly data feed into Concur that “creates” your profile for you. Full time employees and some students that have a “Y” Class job code as their primary position have active profiles in Concur. Employees 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. This system ensures confidentiality in regards to banking information required to receive direct deposit. Once you have completed your profile, you can assign travel assistants (who can book on your behalf) and expense report delegates (who can create and edit expense reports 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 HR, does not match, please complete the [Personal Information Change Form](#) and submit to HR processing to update your name. Please email the form and any questions about documentation to hrdataprocessing@vanderbilt.edu.

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.

Can anyone view/access my bank account information?

No. The Concur site is secure and bank account information cannot be viewed by anyone but the traveler. Your travel assistant can book your travel and charge expenses on your behalf, but they cannot enter or view the bank account information.

I don't have a checking account. How do I get reimbursed?

The Vanderbilt University Credit Union offers checking and savings accounts to faculty and staff. Please visit their website to learn more about the account options they have to offer at <http://www.vanderbiltcu.org/index.html> or call 615.936.0300. Once your account is established you can enter your new banking information into Concur.

What is an e-receipt?

It is the electronic version of your receipt – delivered straight from the supplier – that uploads easily into your expense report. Please check your Concur profile to ensure that you have enabled e-receipts.

What is the Receipt Store?

The receipt store is where you can store receipts by uploading them into one place. You may then attach the receipt to your expense report by using this option. If you have downloaded the Concur mobile app, you can take photos via the app and they will automatically upload into your receipt store in Concur.

What are travel assistants and expense delegates?

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. Expense delegates, once assigned in Concur, can assist in creating and editing your expense reports. An expense delegate cannot submit an expense report on the traveler's

behalf. Click [here](#) to download a Quick Guide that will step users through assigning Travel Assistants & Expense Delegates in Concur.

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.

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, who can check for best trip routing, 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 their own One Card. Many times registration fees can also be paid by wire transfer or ACH via check request if a One Card is not available.

Some hotels and conferences require prepayment by wire transfer in a foreign currency. How do I make those payments? How do I claim those expenses?

If payment can be made online using a credit card, please do so. A traveler requiring payment via foreign currency wire transfer should submit the payment request on a check request form and submit it to Payment Services as early as possible. Please do not include these expenses in the Concur reporting system.

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 used (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. The traveler 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 in Concur.

Can Concur be used to book personal travel?

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

REPORT EXPENSES

Can I request mileage reimbursement in Concur?

Yes. The Concur tool can reimburse mileage using the IRS standard mileage rate for [business](#).

If an employee pays for a future expense (airfare, hotel, etc.) with their personal credit card, can they get reimbursed now or do they have to wait until after the conference?

Once the transaction is complete and a receipt is available, they may submit an expense report in Concur.

How do I submit receipts?

If your profile has been set up to include e-receipts, some receipts may upload automatically for you. Other receipts can be electronically attached to your expense report by uploading scanned images to Concur from a computer or mobile app. The receipts are immediately viewable in the system upon uploading. Users with verified email addresses can also forward receipts to receipts@concur.com.

What receipts are required? What do receipts need to show?

[Vanderbilt travel and business expense policy](#) requires a receipt for expenses \$75 or greater. Receipts should be the original itemized receipts that show vendor information, purchase details and method of payment. Please contact your department business officer/finance leader to see if your department/division/school has stricter guidelines in place. If you have lost a receipt, the system has the option to submit a missing receipt affidavit in its place. This can only be completed by the traveler before the expense report is submitted.

What should I do with my original receipts after they have been uploaded or emailed to Concur?

All originals should be kept until reimbursements have been received. Although not required, we recommend that any paper receipts be kept for one month for audit purposes. After this period, they should be shredded. Please remember, that any receipt reimbursed by Vanderbilt as a business expense cannot be submitted on your personal taxes as a business expense.

If there are multiple travelers and one person pays for the entire meal, how is this reported/reimbursed?

This type of expense would be considered a business meal with attendees. The “Business Meal” expense type should be selected, and the attendees’ names should be added within the expense type. The expense report approver would need to verify that only one traveler has claimed the expense for all attendees.

How do you separate alcohol on the receipt once it is scanned?

Any receipt can be itemized to extract personal or alcohol purchases to the appropriate expense types.

Who will review and approve my expenses?

An expense report approver will be reviewing and approving each traveler’s expenses. Faculty and staff are responsible and accountable for the appropriateness and accuracy of expenses they submit. Expense reports require one approval. However, all reports are subject to additional review and audit, both internal and external, for compliance with Vanderbilt policy, federal grant requirements and IRS regulations.

How long does it take to be reimbursed after an expense report has been approved?

Reimbursements for expense reports that are complete and follow all audit guidelines should be deposited in the user’s account within 3-5 from date the report is final approved. An email from Concur will be sent to notify you.

How do I process reimbursements for my house hunting and moving expenses?

Relocation expenses can be submitted for reimbursement through the Concur tool. Click [here](#) to download the Quick Guide for creating a relocation expense report.

Why do some center number allocations show in the report PDF and others do not?

The allocations are at the *itemization line level*, not at the main expense level for expenses such as hotel. When you go into Concur to print an expense report, (Print/Email drop down -> click on Vanderbilt Detailed Report), the pop up window will display the expense report entries. To view allocations within the expense report, you must click on “Show Itemizations” at the top left corner of the report. Once you select “Show Itemizations”, the report will automatically refresh to display all transactions with itemizations.

MEAL PER DIEM

Why is the individual meal business policy being changed?

Feedback from departments across campus suggested a meal per diem option as being highly desirable. Travelers have found in some instances, such as when traveling to remote locations, it has been difficult to obtain receipts. Some employees have indicated that they find it burdensome to maintain meal receipts while traveling. The meal per diem option provides an alternative for travelers and will streamline the expense report creation process.

What is a meal per diem?

Meal per diem is the daily allowance provided to cover the cost of meals and incidental expenses incurred while traveling on Vanderbilt University business. The \$51 daily rate includes all meals (including taxes), snacks, room service and incidental expenses (such as tips for food servers, housekeeper, baggage, and porters) for the entire day. Meal per diems are expensed after completion of travel. The same reimbursement method must be used for the duration of the trip.

Do I need to provide receipts for meal per diems?

No. Choosing the meal per diem expense type will not require a traveler to provide receipts to substantiate their claimed meal and incidental expenses for that day.

If my meal expenses will be charged to a federal grant can I use the meal per diem?

No. You can only use the meal per diem if the funding source is 100% non-federally funded.

If my meal expenses will be charged to a federal grant and I use the per diem allowance method, may I purchase alcohol?

The per diem allowance cannot be used in conjunction with federally funded cost centers. Additionally, alcohol may not be purchased on a federal grant and must always be classified as entertainment or a personal expenditure.

Can a traveler request the meal per diem before they leave on a trip?

No. The meal per diem is reimbursed after completion of travel.

Who may use the meal per diem?

Vanderbilt faculty, staff, graduate students and guests may be reimbursed using meal per diem rates, unless your school or division has instituted a more restrictive policy.

How does a traveler receive the meal per diem for a trip?

When submitting a Concur expense report, the traveler should select the Vanderbilt per diem expense type for that day. Click [here](#) to access the Quick Guide – Using the Per Diem Expense Type.

If I attend a conference which provides meals, am I required to provide documentation on which meals were provided?

No. You are not required to reduce the per diem allowance for meals provided by a conference.

If I am paying for myself and someone else, such as a coworker or a group, may I claim the per diem allowance for each of us?

No. When paying for a meal for yourself and anyone else, you should claim the actual meal expense and provide the actual meal receipt. The meal per diem cannot be used on an expense report when trip includes meals purchased with Vanderbilt credit card (One Card), business/group meals or entertainment expenses.

If I am using the meal per diem rate, may I submit a separate reimbursement request for snacks purchased while traveling?

No. Snacks are covered by the “incidental” portion of the meal per diem rate.

If the per diem is not enough to cover all of my meals, what do I do?

If you believe that the rate will not cover your anticipated meal costs for the entire trip, you may elect to submit your actual meal receipts for expenses incurred over the course of the trip.

Will all departments be required to allow employees or students to use the per diem allowance method?

Divisions or schools may choose to not permit use of per diems. If this is the case, your school or division should notify you of this departure from Vanderbilt’s [Travel & Business Expense Policy](#).

If I decide to use the per diem rate for my trip, do I have to use this method for future trips?

No. You may choose a different method for each expense report. However, you may not mix methods (per diem and actuals) on any one trip, e.g., if you elect the meal per diem expense, you must use this expense for your entire trip.

Can I use the meal per diem for trips taken prior to July 1, 2016?

No. The meal per diem expense type is effective for all travel beginning July 1, 2016.

If I purchase a meal using a Vanderbilt issued credit card (One Card), how do I claim the per diem allowance?

If you choose to claim the per diem, you must pay for meal and incidental expenses out of pocket, e.g., you may not charge those expenses to your One Card. If you do charge meals to your One Card, you cannot use the meal per diem expense type.

How do I itemize a hotel expense that may include meals when seeking meal per diem reimbursement?

The hotel expense type should be itemized only reflecting the nightly room, taxes and additional charges.

Is there a per diem for lodging?

No. There is not a per diem rate for lodging.

GENERAL FAQs

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. Only the last 4 digits of the routing number and bank account number will be shown to you upon saving. No other person will be able to view any part of your banking 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.