***FAQs***

1. **Question:** When will the campus begin utilizing Anthony Travel and the Concur Booking Tool?

**Answer:** *We will begin piloting the Concur Booking Tool with various campus departments by August 1, 2017, with complete implementation for entire campus planned by October 1, 2017.*

1. **Question:** The service fee for booking a ticket on the Concur Booking Tool is $8.00. I can purchase directly from the airline or through another online agent such as Travelocity or Orbitz and I either have no service fee, OR the service fee is less. Why pay a higher booking fee?

**Answer:** *If you have ever had an issue with a ticket, booked incorrectly, name incorrect on ticket, etc. it is very difficult, if not impossible to talk with an individual who can correct this. We have had numerous situations where the department has incurred hundreds of dollars in additional costs due to a mistake on a purchase. By utilizing Anthony Travel we have a professional knowledgeable agent to act on our behalf with the airline, whether we have booked the flight directly with an Anthony Travel Agent, or if we have utilized the Concur Booking Tool*. *The $8.00 service fee is below the industry standard, which also includes all of the customer service benefits for utilizing a travel agency*

1. **Question:** Am I required to use Anthony Travel, or their Concur Booking Tool for booking my travel or can I purchase my airline ticket directly from the airline or other online agent such as Travelocity?

**Answer:** *If a U of A Credit card (ADMN or Traveler TCard) is being utilized to make the purchase you* ***MUST*** *either utilize the Concur booking tool, OR contact Anthony Travel directly, unless there has been an exemption granted by the Travel Office. The Travel Office will continually review all TCard purchases regardless of ADMN or Traveler, and no airline tickets from other sources will be allowable without express permission by the Travel Office. Failure to adhere to this policy will result in TCard cancellation.*

1. **Question:** If I use personal funds, can I book my travel directly with the airline or other online agent such as Travelocity?

**Answer:** *YES, if you are going to utilize personal funds you may purchase your ticket directly through the airline or other online agent,* ***BUT*** *you will not be reimbursed until after the return of the trip when you file your Travel Claim.*

1. **Question:** If I find an airline ticket cheaper through another outlet, can I go ahead and make the purchase using my ADMN or Traveler TCard?

**Answer:** *No. In the rare instance that you may locate a ticket that is unavailable via the online booking tool, OR directly by an Anthony Travel agent, you may contact the Travel Office for review of the booking. The Travel Office will continually review purchases daily to ensure that tickets are purchased from Anthony Travel. If tickets are purchased from other sources without express prior approval from the Travel Office, the employee’s TCard will be subject to cancellation.*

1. **Question:** Will travelers be able to enter their Frequent Flyer Miles for airlines in the Concur Booking Tool?

**Answer:** *YES. All information related to the Traveler (included Frequent Flyer Miles) may be entered into the booking tool, either by the traveler, OR by the travel arranger who is booking the travel on their behalf.*

1. **Question:** Why did the University make the decision to require the use of a Travel Agency?

**Answer:** *There are several reasons for consolidating our airfare with a contracted Travel Agency*:

* *To improve Duty of Care. We need to know where our travelers are located. Currently with airline tickets being purchased from many sources, we are unable to identify where a traveler is at, if there is an immediate need. This contract will allow us to identify what airport a traveler is changing planes from if the need arises. Travel Arrangers will always have access to a traveler’s itinerary, along with the Travel Office having the ability of generating a report at any point to determine traveler’s located at a particular location.*
* *To ensure ticket utilization. By consolidating most of our travel under one umbrella, we will have a mechanism of ensuring that unused tickets are utilized without expiring along with how they are utilized. The Travel Office will have the ability of generating reports that will be distributed to BUs, identifying unused ticket information.*
* *To improve service and online booking tool. The Concur booking tool is a robust airline and hotel booking tool that also includes a mobile app. By booking through the tool, or directly with an Anthony Travel agent, if there are flight cancelations, etc. you have an easy access 800 number to contact for re-booking, etc. available 24/7*
* *To leverage institutional volume. By consolidating our airline purchases under one umbrella, we can use our volume to take full advantage of airline miles allocated to the U of A for which all additional miles will be earmarked for study abroad, other student travel, and student recruitment activities.*

1. **Question:** Do I have to use the Concur Booking Tool or can I contact an Anthony Travel agent directly?

**Answer:** *You do not have to utilize the Concur Booking Tool, if you would rather contact an Anthony Travel Agent directly. Please remember though that the service fee associated with an agent booking your flight is $25.00 for a domestic flight versus $8.00 if you utilize the Concur Booking Tool. If an international flight is booked via the travel agent, a $35.00 service fee will be assessed.*

1. **Question:** Can you purchase airfare for international flights via the Concur Booking Tool?

**Answer:** *Yes, you can use the Concur Booking Tool to book international travel. However, if the international travel is complex, we suggest you contact an Anthony Travel Agent to book this trip for you in order to ensure all appropriate documentation and reservations are correct.*

1. **Question:** Are there any reports that can be supplied by Anthony Travel that would be of benefit to my department?

**Answer:** *Yes, there is reporting available to the Travel Office which will be distributed to those departments who request it. Examples: Unused tickets, traveler location by destination, number of travelers going to a specific destination, etc.*

1. **Question:** Will there be training and documentation for using the Concur Booking Tool?

**Answer:** *Yes, there will be written quick reference guides, online training tools, and campus training for using the Concur Booking Tool. The booking tool may be utilized by any employee by self-registration, or travel can be booked by an administrative assistant (Travel Arranger).*

1. **Question:** Can an Anthony Travel Agent or the use of the Concur Booking Tool be utilized when using Frequent Flyer Miles for booking a business trip.

**Answer:** *Although this is an option, best practice is to work with the airline directly when utilizing Frequent Flyer Miles for the purchase.*

1. **Question:** Can I use an Anthony Travel Agent or the Concur Booking tool to purchase a personal ticket that is not being paid for by the U of A?

**Answer:** *Yes you can. You would just provide a different method of payment. Many times you may be booking a trip for business purposes, but also want to book another ticket for personal. This can be done using the Concur Booking Tool, or by contacting an Anthony Travel Agent.*

1. **Question**: Do I have the ability of holding a ticket prior to purchase?

**Answer:** *Yes, most bookings may be held for 24 hours prior to ticketing.*

1. **Question:** I have already purchased airline tickets for trips taking place after this contract is in place. What happens with the tickets I have purchased?

**Answer:** *Any tickets purchased prior to the implementation of this contract, are not affected in any way.*