Concur Tips & Tricks: Booking Airfare Outside of Concur or CTM

The new travel policy strongly recommends that flights are booked using the Concur booking tool or directly with CTM whenever possible for the following reasons:

1. The booking tool is integrated with travel requests and expense reports for ease of use and processing.
2. The booking tool is the University's standard business practice as described in University Regulations.
3. The booking tool provides measurable discounts on Alaska Airlines, Delta, and Ravn airlines. Obtaining those discounts is essential to complying with federal funding regulations.

So, the standard guidance for University travelers is to use the Concur booking tool or CTM to book travel. However, we understand that some travelers may feel it is easier to manage their itinerary by booking directly with the carrier. If travelers choose to book outside the system for personal convenience:

1. Pull a "business only" comparison from the booking tool - this shows the discounted price of the ticket (just like we would for travel involving personal time).
2. The reimbursement/allowable amount will be based on the discounted rates provided to the University, as indicated by the "business only" comparison obtained prior to travel.
3. Travelers can still use their UA Travel Card, but only the cost of a "business only" flight will be approved. The difference will be considered a personal expense.

We want to make sure travelers have the support they need to navigate Concur. If you or they ever have difficulties finding the flights they need, please contact CTM to book the flight. CTM is our most valuable resource for travel bookings, especially airfare with complex flight routing or involving international travel.

FAQ: Do travelers have to provide a business justification for contacting CTM? Are they personally responsible for the agent fees?

A: When travelers contact CTM to make their business travel arrangements, the agent fees are an allowable business expense and do not require a business justification. The agent fees are considered a personal expense when they are incurred to obtain a Past Fare Quote or to modify an existing ticket for personal reasons.

Please feel free to disseminate these tips and tricks to your travelers!
And, as always, reach out to us with any questions or concerns (uaf-concur-travel@alaska.edu).

Thank you for all that you do!