Travel Hot Topics Q&A Session 5/13/15

- If new travel cards are communicated but are not present at the FREH front desk then contact Debbie King and Maura Kennedy
- Contact Maura if traveler wants card renewed early and requests will be reviewed on a case by case basis.
- New Chip/PIN credit card technology will start to become available in August 2015. Cards will be upgraded following the normal renewal process and also for frequent international travelers before their natural renewal date. If someone is interested in getting a Chip/PIN card before their current one expires and they can contact Maura Kennedy for more information.
- If booking travel with a travel card for dates well into the future and merchant will not accept the transaction, it is recommended to call the 800 telephone number of the merchant and they will usually push it through
- Best practice for how Travel Office does after the fact cost comparison (preferred method is doing the cost comparison when booking the travel):
  - Use Concur
  - Mimic traveler’s actual trip dates.
    - If personal time is included only use business dates and locations for comparison.
    - If international trip: (1) Additional travel day at beginning of trip needed? (2) Flight greater than 14 hours and business purchased business class, additional travel day not allowable
  - Consider how far in advance airfare was booked
  - Evaluate high/low season for location
- Noted that it is difficult to decipher rental car company codes for class of vehicle on invoice; Travel Office will have added information to the travel website on abbreviations used to help with interpreting the invoices
- There is no set rule or best practice regarding fixed meals for someone whose trip ends/returns home 1:00am for example. If they include that day then they will get 75% for last day even if travel duration of last day is only one hour. Up to fiscal approver/chief to approve or not
- If a traveler’s fixed meal allowance is being paid by Indiana state funding, then the deductions for meals provided will be 25% breakfast & lunch and 50% dinner
- There is no expense type for fuel when using a department vehicle – Use the Miscellaneous expense type
- Hotel receipt for 3rd party provider like Expedia doesn’t show itemized expenses and that is ok to use if confirmation is obtained that no movies, room service, etc. are included in the total
- There is no guideline on hotel stays for late/early arrivals/departures. Don’t want people trying to drive when extremely tired, use best judgment for these situations
- Allocation pie symbol on expense reports will not fill in if expenses are not all allocated
- Switching between delegates is a challenge as expense reports and travel requests from multiple travelers will be combined on the screen. This is a known concern that has been shared with Concur to investigate.
• Mentioned that blue icons are an issue for some people and difficult to distinguish between. Concur made them that way to enhance accessibility for people that have difficulty seeing colors.
• Some people have difficulty reading small font. This could be a browser issue and a solution is using the zoom function in the browser.
• Missing receipt affidavit – Not everyone knows about and the link is small font that is difficult to see. Process document being written.
• Multiple people have requested the return of the Notify Employee button. Unfortunately, this cannot happen with the current configuration.
• Why isn’t there more mobile app functionality for delegates? Are there options there?
• No plans for Concur to import comments from request header to expense report.
• Guidelines are being written for cash advances for per diem.
• Amount of time it takes expense reports to close after extracted for payment?