# **Utilizing Uniglobe Travel Designers and the Concur Booking Tool**

## Frequent Asked Questions

## Why do we have a contract with Uniglobe Travel Designers?

Uniglobe was selected as the Agency of Record for the University through a cooperative purchasing contract. While Uniglobe is both nationally MBE and WBE certified, they are also part of a global network of agencies with over 750 locations worldwide. Having been established in 1981, Uniglobe also has plenty of experience in managing travel and an extensive list of vetted vendors for group travel, conferences, and the like.

Utilizing a travel management company (TMC) for your travel needs provides you access to a variety of services and benefits. They offer 24/7 availability and emergency support, and have access to the University’s current negotiated discount agreements. They can also provide back-end data which can be used to negotiate additional discounts.

## Who has access to use the Concur booking tool? How and where do I access the tool?

Every full-time employee has access to utilize the Concur booking tool. Employees may log-in to the Concur tool at: [www.concursolutions.com](http://www.concursolutions.com); click on **Sign in with University of Missouri System,** and use the University SSO log-in and password. A basic profile has been created with the Employees name, EmplID and campus location.

How do I update my profile in Concur?

Once you log-into the system you will need to complete the remaining required fields on your profile, by clicking on the Profile tab (top right corner). The required fields are Contact phone information, Gender and Date of Birth.

What if I want someone else to book travel on my behalf within Concur? Do I need to have a profile?

If someone will be booking on your behalf, you will need to set up the basic information in your profile and then assign a delegate to be your Travel Assistant or Travel Arranger within the Profile Settings.

How do I make travel arrangements on behalf of someone else within Concur?

The person for whom you will be making arrangements will need to set up the basic information in their profile. You will then be able to book on their behalf when you log into your profile.

## Is there a fee for using the Concur booking tool or booking with a Uniglobe consultant?

Yes, there is a fee for using the Concur booking tool. The fee is $7.00 per transaction. If you are booking your airline, hotel, and rental car all at the same time, it is a single fee.

If you work directly with a Uniglobe consultant and they book your travel arrangements, the fee is $20.00 for domestic travel and $30.00 for international travel. Additional charges may apply for special services.

## If I book through a web-based travel tool, I don’t have a fee for booking. Why would I want to pay to use the Concur booking tool?

There are multiple benefits to using the Concur booking tool:

1. You will have the back-end support of the Uniglobe Travel Designers wide network of resources. If you need assistance in the middle of your travels, they are available to help.
2. Current University discount agreements with airlines and hotels are built into the pricing offered on the Concur tool. These discounts are not available through any other booking agency.
3. The University has visibility into the travel spend and can use the data to negotiate future discounts.
4. If there were an emergency, your itinerary would be available for the University to provide assistance with contacting you.

## Is the use of Uniglobe Travel Designers and the Concur booking tool mandatory?

At this time the use of both the contracted travel agency and the Concur booking tool is not mandatory, however, volume drives discounts. The more travel that is done through Concur, the greater the discounts can be when negotiations are underway.

## Can you book a business and personal trip in one booking?

If you need to book both a business and personal trip in one booking, then you will need to contact one of the consultants at Uniglobe who can help with the reservation. Working with an agent, you can use multiple payment methods. Two credit cards can not be used on one transaction utilizing the Concur booking tool.

## Are there charges for making reservation changes, name changes, etc?

Some airlines have waived reservation charges. However, for name changes Uniglobe participates in the waivers and favors program with a few major carriers which will avoid the name change fees.

## Does the Concur booking tool link to the University’s T&E system for travel authorizations?

At this time there is not a link between the two systems. This may be explored in the future.

## Why is there an option for first class airline tickets if University policies are to travel the most economical way?

[University policy](https://www.umsystem.edu/ums/policies/finance/methods_of_transportation_and_allowances) recommends individuals travel using the lowest available fare. However, in some situations, first class or business class is allowable. Travelers should inquire with their superior if they have a question.

Why can I book a Basic Economy ticket for less than any options available through the Concur booking tool?

The University has chosen to not allow Basic Economy tickets through the Concur booking tool. The Basic Economy fares come with some important restrictions. For example, seats are assigned at the gate, once everyone else has checked in. This is greater chance of being bumped from the flight. A full-size carry-on bag will incur an additional charge; flight changes and upgrades are not allowed; nor do you receive frequent flyer credit. When added up, these additional charges may increase the overall price of the ticket.

## Can I book rental cars using the Concur booking tool?

You may use the Concur booking tool to rent cars from Enterprise and receive the same University rate, however, there will be a booking fee. If you are booking the car as part of the total travel package (airline, hotel, etc.) this is a reasonable fee, otherwise for a single booking you are encouraged to book through Enterprise directly.

## Is the University’s OneCard the only payment method allowed in the Concur online booking tool?

When an individual sets up their travel profile, they can enter multiple credit cards if they wish. This will allow them to use the OneCard for University travel, and a personal card for personal card. If they wish to use their personal card for University travel, the same policies around reimbursement still exist.

## If I book a hotel through Concur, will the hotel have our tax-exempt information on file? How do they handle credit card authorization or pre-booking arrangements?

There will not be tax exemption information automatically sent to a hotel if making a reservation through Concur. However, if you are having a hotel prepaid by Uniglobe, then they can send over the tax exemption information so the hotel will have it on file. It is important to note that there may be Missouri specific rules in addition to presenting a state ID to be allowed to utilize tax exemption.

\*It’s also important to note that not all hotels will accept tax exemptions.

Can I retain my existing loyalty programs? Is there a maximum of how many loyalty programs that can be stored in my profile?

You can enter any existing or new loyalty programs into your Concur profile. There is no limit on they number you can have.

Will students (who are not student employees) need to be set up with a profile or would they be classified as guests?

We can manually create student profiles if needed. If you are booking for a group of students you are best advised to contact the agency and work with a consultant directly.