

Travel Agencies and Concur – All Fund Types Guideline

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I. Title

Travel Agencies and Concur – All Fund Types Guideline

II. Objective

This Guideline provides information about the two travel agencies and the on-line booking portal authorized by the University of Texas System to book airline flights and direct bill the University. The agencies' contact information, hours of business and information about an on-line booking system are contained in this Guideline.

III. Scope

In accordance with the Texas Government Code, Chapter 660, Subchapter A, [Section 660.007](#), state agencies must take proper steps to ensure that travel arrangements are the most cost effective. Thus, there are two travel agencies authorized by the University of Texas System to book airline flights and direct bill the University. These travel agencies are Corporate Travel Management North America, d/b/a Collegiate Travel Planners (CTP) and Anthony Travel, LLC (ATI). Representatives from these two travel agencies can discuss and confirm the best lowest fare for one's travel itinerary.

Using these two agencies helps the University achieve maximum savings for traveling for UTA business.

All university employees, students, prospective employees, and non-employees who are traveling for UTA business.

IV. Guidelines

A. Responsibilities

1. Travelers

- a. May not use university funds to pay for seat upgrades from coach/economy unless an approved accommodation has been requested and approved following UTA Procedure [HR-E-PR-19 Requesting Disability Related Workplace Accommodations](#). Travelers must receive an approved accommodation from the UTA ADA Coordinator prior to traveling. Accommodations may not be made retroactively. Reference UTA Travel Guideline DIS-T-GL7 *Transportation Options in Travel Status – All Fund Types* for complete information.
- b. Will plan all travel to achieve maximum savings and efficiency. Will ensure that each travel arrangement is the lowest possible cost considering all relevant circumstances.

2. Individual(s) and/or University Department Responsible for Travel Planning

- a. Uses either CONCUR, Collegiate Travel Planners (CTP) or Anthony Travel, LLC (ATI) when booking airline flights for university business.
- b. Refrains from making travel arrangements with the university's contracted travel agencies after business hours or on the weekends unless there is an emergency.

3. Department

- a. May adopt expense reimbursement and payment rates lower than the maximum rate. The department's employees must be notified in writing before the lower rates are implemented. The department is solely responsible for enforcing the rate.

4. Collegiate Travel Planners and Anthony Travel, LLC.

- a. Assist university employees and departments with making travel arrangements and discuss and confirm the best lowest fare for one's travel itinerary.

5. Associate Vice President of Business Affairs and Controller (or Designee)

- a. Reviews all exception requests to this Guideline.

B. Travel Agencies and Concur

To book airline flights and direct bill the University, there are two travel agencies and one on-line booking portal authorized by the University of Texas System. The travel agencies are Corporate Travel Management North America, d/b/a Collegiate Travel Planners (CTP) and Anthony Travel, LLC (ATI), and Concur is the on-line booking portal. The agencies are authorized to book a ticket after receipt of a fully approved Travel Authorization Number (See UTA Travel Guideline DIS-T-GL2 *Pre-Travel Requirements – All Fund Types*).

For complete information and restrictions related to air travel and auto rentals, see UTA Travel Guideline DIS-T-GL7 *Transportation Options in Travel Status – All Fund Types*.

C. Concur

1. Concur is the most efficient and cost-effective tool for making travel reservations. Travelers should book with this online tool when at all possible. The system is very similar to other online booking entities such as Travelocity, airline sites, and others. CONCUR is available 24/7. Concur can be used to book airfare, hotels, and car rentals from one of the University of Texas System contract auto rental companies. (See UTA Travel Guideline DIS-T-GL7 *Transportation Options in Travel Status – All Fund Types*)

Active employees may access CONCUR by:

<https://www.concursolutions.com/UI/SSO/p00765534la5>

or

myapps.uta.edu, and click on the Concur icon.

Please use the on-line tool for roundtrip domestic or international airline reservations, hotels and car rentals. If you have any difficulty or need assistance, please contact the Online Help Desk at 877-727-5188.

D. Collegiate Travel Planners

1. Collegiate Travel Planners (CTP)

Collegiate Travel Planners (CTP) is an approved travel agency that travelers may use to book airline flights, hotels and car rentals from one of the University of Texas System contracted auto rental companies (See UTA Travel Guideline DIS-T-GL7 *Transportation Options in Travel Status – All Fund Types*). All travel profiles will be shared with ATI.

All calls and inquiries during normal business hours (8:00 A.M. to 6:00 P.M. Central Time) should be directed to CTP's number, 1-866-366-1142 to avoid unwarranted service fees.

For more complicated reservations please call full-service travel counselors for assistance. CTP travel counselors can scroll through multiple pages of availability and using specific entries, discuss and confirm options for the lowest fare for the itinerary. Working through CTP travel counselors also ensures that the passport/visa requirements are addressed.

2. Travel Arrangements Made After Business Hours or on the Weekend:

If travel arrangements need to be made after business hours or on the weekend, you may call 800-441-6512. CTP contracts out the after-hours service reservations.

It is important to note that the after-hours service should be used only for emergencies and/or for reservation requests (traveler must provide Travel Authorization Number) that must be handled when CTP offices are closed. It is strongly recommended that you make travel arrangements during normal business hours.

E. Anthony Travel, LLC.

Anthony Travel, LLC (ATI) is also an approved travel agency that you may use to book airline flights, hotels, and car rentals. All travel profiles will be shared between CTP.

If you wish to book travel over the phone, call 800-684-2044 to talk to an agent. If you wish to email your travel request, please send the information to the University's email box, UTARL@anthonytravel.com. ATI's normal hours of operation are from 8:00 A.M. to 5:30 P.M., Monday through Friday.

For after-hours support, call 800-342-9008, VIT Code 4RRG.

F. Exceptions to This Guideline

There may be occasions when travelers need to request an exception to the travel guidelines on airfare (this applies only to chartfields following local rules). Exceptions must be obtained prior to the start of travel, documented in writing and final approved by the Associate Vice President for Business Affairs and Controller, or designee. The request must be submitted using the BA Exceptions Tracker Request menu located in [UTA SharePoint](#). Each request should include detailed justification for the exception and the benefit to the University if the exception is granted. Documentation of the request and its disposition will be maintained in the Business Affairs online exceptions file. In every case the account administrator is responsible for ensuring that all travel and charges are appropriate, comply with the source of funds, and support the mission of the University.

NOTE: The circumstances of the request will be taken into consideration. Any exception ultimately granted does NOT alter the existing Travel Guideline and should not be construed as a precedent for allowing repeated exceptions to the existing guideline.

V. Definitions

Travel Authorization: This document is used in UT Share to authorize travel for employees, students, prospective employees, and non-employees who are traveling for UTA business.

VI. Relevant Federal and State Statutes

Texas Government Code, Title 6 Public Officers and Employees, Subtitle B State Officers and Employees, Chapter 660 Travel Expenses, Subchapter A General Provisions, [Section 660.007 Conservation of Funds](#)

VII. Relevant UT System Policies, UTA Travel Guidelines and Forms

UTA Travel Guideline DIS-T-GL2 *Pre-Travel Requirements - All Fund Types*

UTA Travel Guideline DIS-T-GL7 *Transportation Options in Travel Status – All Fund Types*

UTA Procedure [HR-E-PR-19](#) *Requesting Disability Related Workplace Accommodations*

[CONCUR – On-Line Travel Booking Portal](#)

[Travel Homepage](#)

VIII. UTA Office(s) Responsible for Travel Guideline

Responsible Officer: Chief Financial Officer and Vice President

Sponsoring Department: Office of Disbursements

IX. Dates Approved or Amended

August 1, 2019

September 14, 2020

August 30, 2021

April 1, 2024

X. Contact Information

Questions regarding this Guideline should be directed to the Office of Disbursements at 817-272-2194, or email travelservices@uta.edu.

Send notifications of errors or changes to: travelservices@uta.edu