

CONCUR | FREQUENTLY ASKED QUESTIONS (FAQ'S)

OVERVIEW

This document provides a list of Q and A questions asked by attendees during our Town Hall Sessions.

Please use the **Ctrl+F** shortcut key functionality, enter a key term(s) to search for information including the identified key term(s).

For additional training reference material, refer to the [Training and Resources page](#) located on the [Travel Services page](#). For help with any Concur related questions, contact travel@uconn.edu.

	Question	Answer
1.	I am a faculty who teaches large classes, so I have 10+ TAs a year. I was told with this policy, I am the "supervisor" who would approve travel, but many of these students are not advised by me and are not my students. Is this the correct chain of approval and are there implications for workload?	You have the capabilities to approve and forward any Concur requests or expense reports that come into your queue. This allows you to add an additional person for review and approval.
2.	Where do train trips fall in this new guidance?	No changes in mandating the booking of rail travel in Concur.
3.	Can alcohol be purchased as part of individual Meal Reduction charge on Travel card?	Alcohol cannot be purchased with a University Travel Card and is not a reimbursable expense.
4.	We are doing Concur Report and we noticed a new line "Request Policy Exception"? I am not sure what this is for. Purchase is airplane ticket (where we needed to change student participants) because of extenuating circumstances.	This button is for requesting an exception to policy. Changes in expense details do not necessarily require an exception unless the situation is now out of policy.
5.	Will the delegation rule apply to ProCards?	The delegation rule applies to all financial transactions.
6.	Are the checkmarks for provided meals still valid, i.e if breakfast is provided in hotel so check the breakfast provided?	Yes they are still valid and people should be utilizing them when/if meals are provided.
7.	Can staff use Concur/Antony Travel for non-state travel (personal) in an attempt to "save" on travel?	No. The use of Concur and Anthony Travel cannot be used for non-business travel.
8.	Are there any rule changes regarding faculty who need seat upgrades due to medical reasons?	They would need to obtain an ADA accommodation and have it on file with HR.
9.	We sometimes have a need to book a UHaul Truck for picking up or delivering works of art in CT or New England for the Benton Museum. Can we book directly through UHaul (not concur or the travel agent) when using the travel card? Will	Yes your current process can continue. Please also view this link for the Truck Rental Process available with Enterprise.

	the whole cost be covered?	
10.	If we need to use TMC or Concur, what happens if we travel with our family (e.g., a 2.5-year-old toddler) and they need to be on the SAME ticket as their parent to sit together in case of travel disruptions, etc.? Some academic conferences offer child care, and so this is not an unreasonable question. (Keep in mind that not everyone has another parent or family who can stay with children while a parent is away.) Can we book everyone's travel in Concur and, obviously, only request reimbursement for our ticket as UConn employees?	If a UConn employee is going on a conference or a trip for UConn business and they want to bring family members, we are allowing the use of AT to book providing it is immediate family and they are all on the same itinerary. They would need to pay the entire cost with a personal card and put in for reimbursement for the business portion. If there is not immediate family or if the family is on a different itinerary, the employee needs to book in Concur or with Anthony Travel for their own travel with their travel card. They then need to book their other members outside of the system with a personal card.
11.	If booking group lodging, contracted room blocks, are there rules regarding rates?	The new policy does not reflect changes to group lodging as long as it has been negotiated through Procurement.
12.	What about conference rate hotels is this limited to 150%?	Use of conference hotel rates is still allowable. The new policy does not affect this.
13.	Can staff book a rental car through Concur for undergrads to drive to high schools throughout CT as part of an official program/grant?	If the driver is under 21, you cannot rent the car on their behalf. If they are over 21, you would have to contact Anthony Travel to book the car rental.
14.	If a faculty member/PI has an approved disability accommodation through UConn already in place, can a special exception be made for them for business class tickets by seeking prior approval?	Business class is no longer allowed per the Provost office but they can book premium economy, comfort plus, etc. as long as they have an approved ADA accommodation on file with HR.
15.	What are the UConn contracted livery vendors?	Hy Limousine and Elite Limousine Service. We will be posting links to their contract pricing on our website shortly.
16.	What about when nightly rates change during your stay at a hotel? Are you basing it on the average cost or the nightly cost?	GSA rates are based on nightly cost. All nights must be within the GSA rate.
17.	How does this work if I put something on my Travel Card, but it is not for me. I am not the traveler? My card is often used for staff/students and not for myself.	Your Travel Card should never be used for another employee's travel related expenses if they are eligible for their own Travel Card. (This does not include Undergrad Students).
18.	I'm understanding we shouldn't refuel a rental car at a gas station before returning it? And so the gas refueling charge gets added to our rental car bill instead of having a separate gas station charge?	You should always refuel the rental car whenever possible, but post drop off refueling services are now reimbursable.
20.	If the cost for an employee's livery to JFK + flight from JFK, exceeds the cost for parking + flight from BDL, is it still okay to use the livery? Or is livery + flight from non-BDL only okay if cost comparison shows that is a less expensive option? In other words, is a cost comparison ever required when livery service is being used?	No comparison is required. This is a convenience based decision.

21.	For staff who use their travel cards for guests, what do we do if expense report submission is being delayed by missing receipts or something else out of our control?	If the Travel Card is being used for Guest expenses, it is the cardholders responsibility to obtain receipts in a timely manner according to policy.
22.	Do exceptions trigger when you submit a travel request?	Exceptions to Policy is a self-reporting process on the Request side.
23.	Is it acceptable to book hotel lodgings personally and then be reimbursed as long as they remain under 150%?	The booking of hotels can be done in Concur, with Anthony Travel, or directly with the hotel. We do not mandate the use of the Travel Card so you can pay personally if that is what you prefer. The lodging must abide by the GSA guidelines no matter how it is booked.
24.	When attending an out of state conference, how do we choose a hotel within travel guidelines that have approved rates?	GSA rates and our policy is built into Concur booking, but if booking hotels directly you must abide by the GSA rate unless it is an official conference hotel rate which can exceed the 150% GSA.
25.	If a travel expense report is submitted but is returned by Travel Services for corrections, is that resubmission included in the 30-day deadline?	The 30 day countdown starts when the report is submitted or returned in the workflow.
26.	Can you please explain if faculty can be reimbursed for business meals with visiting scholars?	The new policy does not affect this. If there is a business purpose, a business meal can be reimbursed. Please remember no alcohol can be charge to a Travel Card or reimbursed.
27.	What happens if we need to reduce a meal per diem because of personal travel affecting the 1st or last business travel day?	Use the new total trip reduction expense type to cap the per diem on travel days to 75%.
28.	Could you explain how the new meal plan affects guest travel?	If you are referring to per diem, guests can still be reimbursed full per diem.
29.	Some conferences have a special/banquet conference dinner. If we pay this using the travel card, will this be reimbursed? Of course this will not be included in the per diem on that day.	If this dinner is outside of the cost of the registration, this is not a reimbursable expense and you should not use the Travel Card to pay. If the dinner is included in the price of the registration, you can attend but please be sure to check off that meal on the per diem page in Concur.
30.	Anthony travel after hours can be difficult to reach and they don't always understand university policy. Will there be additional training provided to the after hours staff?	If you have examples of when the after hours service was difficult to reach or where policy guidance seemed unclear, please send them to travel@uconn.edu so we can investigate further. It is important to note that the after hours team is not composed of our dedicated university agents; they are a third-party service. However, you can be assured that they have the resources in place within Anthony Travel to support university policy questions when needed. Remember, SAP Concur Travel is available 24/7 and has been configured to accommodate the university's travel policy. Finally, it is also important to note that the after-hours service is not meant to be used for new reservations. The primary purpose is to support urgent/emergency travel related issues outside of normal business hours. In these scenarios, hold times could be longer (ie: storms).

31.	When a guest books their own travel and it includes personal travel, is the policy 50% of the entire airfare (including the extra days)?	The booking mandate only applies to guests when a University employee is using their Travel Card for the guest travel expenses. If the guest is using a personal card, they can book on their own and be reimbursed through Husky Buy for the business portion.
32.	Can we still reimburse guests for car rental and flights at their cost if they book it themselves?	The booking mandate only applies to guests when a University employee is using their Travel Card for the guest travel expenses. If the guest is booking on their own, they can be reimbursed for their travel expenses.
33.	Do travel-related expenses I have already booked for an early Feb conference need to be changed (e.g., lodging) to meet the new guidelines, or will costs I have yet to incur (e.g., travel to/from the airport) apply?	Bookings must follow the policy at the time of booking. No changes need to be made if booked before 2/1/26. After the point, you must follow the new policy and procedures.
34.	Personal travel - if you're still in the area but different airport does that change the need for comparison? I.e. Providence airport instead of Bradley	If a different departure or arrival airport is used for the personal travel portion, a comparison must be done.
35.	Are travel requests still required for trips using train travel?	No they are not required.
36.	Regarding Dept can no longer adjust or reduce per diem. Do travelers have to claim per diems for every day of travel (i.e., to save grant money)?	All employees, no matter what funding is used, are eligible for per diem reimbursement. There is an overall trip reduction expense type that can be used to reduce the overall trip expenses for budgetary reasons.
37.	Are airfare baggage fees reimbursable?	Yes baggage fees are reimbursable.
38.	Where can we find the livery services that are approved?	Our current contracted livery service vendors are listed on our Travel website under Travel Contracts
39.	Can we clarify that Rideshare is Uber/Lyft and Livery services are Limos.	Yes that is correct.
40.	For Guest Travel Lodging- Would the lodging limit be for guests as well? (ex: speaker will bring their child and another guest.)	This policy applies to University workforce members, students, and guests.
41.	Is there a document we can reference that includes screenshots indicating how to submit an expense report in Concur?	We provide several guides and job aids on our website at travel.uconn.edu . You can also use this link to access the guide: Creating a Travel Expense Report (Detailed Version)
42.	Sometimes it takes quite a while for the charge to hit our concur report. Will that timeline be cleaned up so we can meet the 30 day regulation?	Charges feed into Concur within 2-3 business of when the transaction has been processed with the bank. When it comes to toll charges, if they have not fed into Concur and you can no longer wait you can submit the report. You can submit another report when the toll charge has fed in.
43.	In the past I have driven from Storrs, CT to Framingham, MA and left my car at the off site garage x 6 weeks and then taken the bus into Logan and back to the Framingham garage then drove home. I submitted this charge and mileage from Storrs to Framingham, MA. Should I switch to livery each way? ie how determine what is most cost effective.	You should always choose the most cost effective way. Please do your due diligence to determine what is the most cost effective.

44.	Can guests get reimbursement for rideshares to and from their home town to their local airport and or garage parking?	The guest can utilize rideshare services or park at the garage.
45.	Does the 30 day deadline for expense reports apply to guests or just employees?	This policy applies to University workforce members, students, and guests.
46.	If a guest booked their own flight prior to 02/01, will they still be reimbursed 100%?	The booking mandate only applies to guests when a University employee is using their Travel Card for the guest travel expenses.
47.	The Graduate Hotel is on campus and over the per diem, but it saves on the need for transportation from a hotel to campus and has always been approved. Do we need to request an exception to the policy for this hotel? What kind of backup do we need to support this? Aka- do we need to ask every time?	Any of the local hotels that we have a negotiated agreement with, the GSA does not apply. You can find these under the UConn Travel Discounts sections at travel.uconn.edu .
48.	Regarding "local lodging" - The policy should also allow for overnight research trips - this is critical for field work supported by grants. For example, many of Marine Sciences work in the western Long Island Sound for 12 hours or more per day. Driving all the way back to Avery Point just to turn around and drive back is not efficient. This change is a MUST for field work.	Exceptions can be reviewed on a case by case basis. If you would like to submit an exception in Concur when submitting your Request we will review it. Please include all details and costs.
49.	Can you provide a clear description of the process faculty should use for registration fees for conference that might be several months in advance.	You can pay for the registration fee now, add it to an expense report, and be sure to put a business start and end date on the header of the report and save. This will tell the system that the trip is upcoming. Expense reports should not be submitted until after the trip takes place.
50.	Regarding the no longer being able to reduce meal per-diem: What happens if we need to reduce a meal per-diem because of personal travel effecting the 1st or last business travel day which is 75% of the rate?	Use the new total trip reduction expense type to cap the per diem on travel days to 75%.
51.	Does the policy allow for using the travel card for online training courses (no travel)? It is not listed under the acceptable uses that were included with the card and I'd like to clarify please. Thank you.	Virtual conferences are allowed on the Travel Card, but for training please reach out to the person in your department who holds the PCard.
52.	With regard to not deducting commuter mileage on Saturdays, does this apply for every weekend our Extension faculty and staff work out in the community they serve? Does this mean we only deduct commuter mileage 5 days a week, not for days 6 or 7?	You do not need to deduct commute on the weekends (Saturday and Sunday).
53.	I often do fieldwork, for which we purchase groceries because we eat in the woods, not in restaurants. In the past we have always claimed actual costs for these because they were SO much lower than the per diem. Will we be forced to now use the per diem (increasing our team travel costs by hundreds of dollars per trip) or can actuals be approved as an exception?	You can use the total trip reduction expense type to reduce your per diem.

54.	Please explain the details of how to change the business date in Concur when the travel card is used to register for a conference that is several months ahead, since the transaction date will reflect the date of the charge. Would it be better for the traveler to use a personal credit card to register for the conference and submit a stand-alone expense report just for that charge?	You can pay for the registration fee now, add it to an expense report, and be sure to put a business start and end date on the header of the report and save. This will tell the system that the trip is upcoming. Expense reports should not be submitted until after the trip takes place.
55.	When booking premium economy for an 8+ hour trip...does each leg have to be over 8 hours, or just the total travel time?	Total international flight duration (one way) must exceed 8 hours. Upgraded class fares cannot be charged to a federal sponsored awards even in the case of international flights.
56.	30 calendar or business days?	You will have 30 calendar days to submit your expense reports.