

FAQ

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How Can I Book Travel?

Easy Online Booking - Concur Travel, the University's online travel booking tool, functions similarly to commercial sites (e.g. Orbitz, Expedia, etc.) where you search for air, rail, hotel, car and dining, with the added bonus of BU's contracted discounts loaded into the system. All faculty and staff using university funds are expected to use the U.S. Bank Travel Card when paying for business travel expenses. See the [Travel Card Policy](#) for additional detail.

Booking through the BU Travel Portal saves money as there are no transactions fees for booking online and you benefit from the extra discounts available to BU travelers. ***Personal travel should not be booked using Concur Travel.***

BCD Travel Agency Contact - You may contact an agent at BCD Travel, the preferred agency of Boston University at (617) 353-1700, toll free at (866) 535-3238, international collect at (847) 627-3171 (VIT Code: 3XSC) or via email at bu@bcdtravel.com. Agents have access to all negotiated discounts with travel vendors, and payment for airfare, hotels and rail can be made using a U.S. Bank Travel Card.

Fees - \$16 domestic transaction fee, \$24 international transaction fee.

- Reservations for guests and students should be done in Concur using the U.S. Bank Travel Card.
- To book travel for groups of 10 or more people (BU employees, students or guests) traveling from Boston to another location, complete this [form](#) and submit to BCD Travel at bu@bcdtravel.com BCD will take the information provided and create a Meeting Number assigned to your group.
- To book travel for several people (BU employees, students or guests) who are traveling from different places to one meeting place, complete this [form](#) and submit to BCD Travel at bu@bcdtravel.com. BCD will take the information provided and create a Meeting Number assigned to your group.

Important Note: *With the integration of Concur Travel and Expense the University will no longer use Internal Service Requests (ISR) to pay for business travel. All travel arrangements must be paid for using the U.S. Bank Travel Card (when using University funds) and reconciled in Concur.*

A website has been developed for all things travel at www.bu.edu/travelservices.

BU Travel Service's goal is to make business travel more pleasurable and efficient for you. Your feedback is always appreciated. We encourage you to contact us with any questions or comments regarding our agency program and our online booking tool at butravel@bu.edu or directly at 617-353-7202.

 Check out our [Facebook Page](#)

<https://www.facebook.com/pages/Boston-University-Business-Travelers/100358833369259>

What are the advantages of using BCD Travel?

1. Gain access to all of Boston University's discounts with preferred vendors.
2. Security – in case of emergency, University administrators and BCD managers are able to easily contact travelers to assist in any way possible. If a BU traveler books through an outside source, such as Orbitz, their whereabouts are not known until they return from their trip and reconcile their expenses in Concur.
3. Saves time – you can book air, car, hotel, and rail all at once. With Concur integration, all purchases made through BCD will automatically populate into your expense report.
4. Stores all personal travel preferences, including frequent flier programs in the travel profile which are automatically applied to reservations.
5. All charges will automatically populate into your expense report for easier processing when you pay for air, hotel and rail with a U.S. Bank Travel Card –.
6. Ability to follow your carbon footprint for more sustainable travel practices.

Where can I find travel resources such as the travel guidelines, reimbursement forms, and schedules for Travel training sessions?

Everything you need to know about traveling on behalf of Boston University can be found at www.bu.edu/travelservices. You can search for preferred vendors, read the BU's travel guidelines and policies, and access various trainings and user-guides.

Are there International Travel considerations?

There are many important issues to consider when traveling internationally. Below are some of the helpful resources and information available to BU travelers.

Global Programs

[Boston University Global Programs](#) provides operational and strategic support for all University global activities. Global Programs staff members are always available to discuss any matters related to [international travel](#), work and study. The Global Programs [website](#) also provides best management practices, key guidelines, policies, planning tools and templates in one central location, along with links to offices and individuals who can help work through any issues that arise.

High-Risk Destinations

High-Risk Destinations comprise those countries currently subject to [U.S. Department of State Travel Warnings](#), for all or part of the country. For more information and assistance with planning travel to these countries, please contact Joe Finkhouse, Associate Director, Health, Safety and Security, Global Programs (finkhous@bu.edu or 617-353-5401).

Foreign Travel on Federal Awards

Federal regulations govern the use of federal funds (grants, contracts, cooperative agreements) and the selection of air carriers for foreign travel. Foreign flag air carriers may not be used solely on the basis of costs.

Fly America Act

The Act applies to federal awards and with a few exceptions requires the use of U.S. flag air carriers, i.e., an air carrier that is certified under 49 U.S.C. 41102, or service under a code share agreement with a foreign air carrier when the ticket or e-ticket identifies the U.S. flag air carrier's designator code and flight number.

1. If a U.S. carrier offers nonstop or direct service (no aircraft change) between the U.S. and your foreign destination, you must use a U.S. flag air carrier unless such use would extend travel time by 24 hours or more.
2. If a U.S. carrier does not offer nonstop or direct service (no aircraft change) between the U.S. and your foreign destination, you must use a U.S. flag air carrier on every portion of the route unless the use of the foreign carrier would:
 - a. increase the number of aircraft changes outside of the U.S. by two or more; or
 - b. extend your travel time by at least six hours or more; or
 - c. require a connecting time of four hours or more at an overseas interchange point.
3. If a U.S. carrier does not offer service on a particular leg of your travel route, a foreign air carrier may be used, but only to or from the nearest interchange point to connect with U.S. flag air carrier service.
4. Use of a foreign carrier is also acceptable when determined to be a matter of necessity:
 - a. A U.S. flag carrier involuntarily reroutes travel on a foreign air carrier;
 - b. medical reasons;
 - c. to avoid unreasonable risk to traveler's safety; or
 - d. a seat on U.S. air carrier in authorized class of service is unavailable, and a seat on the foreign air carrier in authorized class of service is available.

Open Skies Agreement

The U.S. General Services Administration has issued a limited exception to the Fly America Act for transportation under an Open Skies air transportation agreement between the U.S. and the government of a foreign country. These agreements give foreign airlines the right to transport passengers and cargo on flights funded by the U.S. Government. Otherwise, the Fly America rules apply. **Note: This exception has been implemented only by the National Science Foundation for its award recipients. It is anticipated that other agencies may adopt Open Skies in the future. If so, this webpage will be updated.**

Grant and contract recipients are allowed to use foreign carriers if an Open Skies Agreement exists, but a City-Pair agreement does not. Follow these steps:

1. An Open Skies Agreement exists between the U.S. and the foreign country. To determine if an Open Skies Agreement exists, review the [General Services Administration's \(GSA\) Travel website](#). Currently, agreements exist with the European Union, Australia, and Switzerland.
 - o If an Open Skies Agreements exists, go to step 2.

2. A City Pair agreement does not exist for the departure and arrival cities. To determine a City-Pair arrangement, review the [City-Pair website](#).
 - o If a City Pair agreement is listed, you may not charge costs for a foreign air carrier to a federal award, unless an exception is designated under the Fly America Act.
 - o If a City Pair agreement is not listed, you may charge the fare on a foreign carrier to a federal award.

How to pay For travel?

As a general rule, the U.S. Bank Travel Card should be used for all expenses associated with travelling for business purposes at Boston University when the traveler is using university funds.

TYPE OF EXPENSE/PURCHASE	PREFERRED PAYMENT PROCESS
BCD Travel (air, hotel and rail)	U.S. Bank Travel Credit Card (or personal credit card if not using University funds as defined in the <i>Travel and Business Expense Policy</i>).
All other registered travel agencies & consolidators	U.S. Bank Travel Credit Card
Domestic Car Rental- Employees	U.S. Bank Travel Credit Card
Foreign Car Rental - Employees	U.S. Bank Travel Credit Card
Offsite meetings prior to the event	Limit Order / Shopping Cart
Offsite meetings prior to the event with deposit	Limit Order / Shopping Cart inclusive of deposit amount. Once the PO # is generated, complete an Event Deposit Form and submit it to Accounts Payable Department.
Boston area hotel stay for guests of the University	U.S. Bank Travel Credit Card
Local travel expenses for employees, guests, students, and job candidates	U.S. Bank Travel Credit Card (PCard may be used if total expense is < \$50)
Boston area hotel stay for BU employee	U.S. Bank Travel Credit Card
Non local hotel stay for BU Employee	U.S. Bank Travel Credit Card
Association fees and Conference registration fees	U.S. Bank Travel Credit Card (Disbursement Form only if credit card not accepted by vendor)
Local restaurant meals consumed on-campus	U.S. Bank Travel Credit Card/PCard/Shopping Cart if vendor is registered (only if credit card is not accepted)
Local restaurant meals consumed in restaurants	U.S. Bank Travel Credit Card / Shopping Cart if vendor is registered (only if credit card is not accepted)

What are the advantages of applying for a U.S. Bank Travel Card?

U.S. Bank VISA Corporate Credit Card

All employees are required to use the University Travel Card when booking travel and incurring travel-related expenses using University funds. When not using University funds, employees are encouraged to use the card for all University travel and business expenses. Many advantages of the card include:

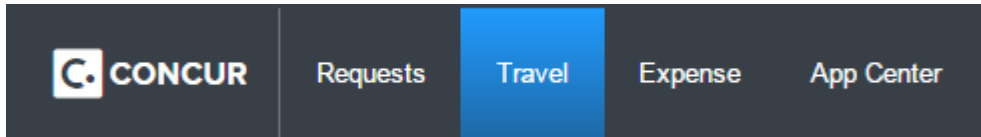
- The U.S. Bank Travel Card is a VISA product, accepted at millions of locations worldwide.
- Integrated “Chip and Pin” technology comes standard with all cards for increased security and worldwide acceptance.
- The Travel Card is *corporate-liability*, meaning that it is billed and paid for directly by Boston University which reduces the financial burden on the traveler when travelling on University business.
- All card transactions automatically populate into the Concur Expense tool which allows for faster and more efficient expense reporting for the traveler.
- The U.S. Bank Travel Card offers a number of cardholder benefits, including auto rental collision damage coverage, luggage insurance coverage and travel accident insurance up to \$500,000. For a full list of benefits see [Visa’s corporate card benefits page](#).
- Obtain travel advances directly from U.S. Bank through ATM machines worldwide. (A small fee may be charged for each advance, which will be reimbursed by the University.) Given worldwide acceptance of card the need for travel advances should be rare and are subject to approval. See the [Travel and Business Expense Policy](#) and [Travel Card Policy](#) for additional information.
- Greater convenience and flexibility when traveling.
- All full-time faculty and staff of Boston University (paid through the University’s payroll system) are eligible to apply for a U.S. Bank Travel Card. Students and Guests may not apply.

U.S. Bank Travel Card Preferred Usage

- The Travel Card should be used for all airfare, hotel reservations, car rentals, and meals while on University business.
 - Due to the additional insurance coverage extended to Boston University via the Travel Card, for domestic car rentals, always decline car rental company insurance offered at the time of vehicle pick up. This charge will not be reimbursed by the University.
 - Due to varying levels of insurance standards in foreign countries, it is recommended that travelers do purchase the additional insurance offered by international car rental companies. This expense will be reimbursed by the University.
 - See the [Travel and Business Expense Policy](#) for full details related to rental vehicles.
- The Travel Card may not be used for the purchases of equipment, cash gifts/awards, supplies and services. For additional exclusions please refer to the policies found on the Boston University Travel website at www.bu.edu/travelservices.

How do I book travel?

1. Go to BUWorks Portal and select the "Travel and Expenses" tab
2. Enter your BU username and Kerberos password to login to Concur
3. Select the *Travel* tab



4. It is HIGHLY recommended that you take a moment to complete your travel profile in Concur Travel. It is here that you may store personal travel information such as contact info, credit card numbers, department information, frequent flier numbers, seat preferences, AAA memberships, add travel arrangers, and complete new TSA Secured Flight information.

At this point, if you wish to speak to an agent at BCD, you may do so. They have access to your travel profile, so no duplicate information should be asked. Contact an agent at 617-353-1700 or via email at bu@bcdtravel.com.

I'm trying to access Concur Travel, but nothing happens when I click "Book Travel"...What do I do now?

You must allow pop ups for this site in your internet browser. Directions are listed below. If you see a tab at the top of your screen "Need to Book Travel?" please follow the directions to set up your online booking profile. After completing this process, you will need to allow pop ups.

If you are using a Mac, you must disable pop ups each time you use Concur Travel. It is highly recommended that you use IE or Mozilla over Safari.

Internet Explorer

1. Copy web address in browser
2. Choose "Tools" from browser menu bar
3. Pop Up Blocker
4. Pop Up Blocker Settings
5. Paste web address in "Address of Website to Allow"
6. Click "Add"
7. Close

Mozilla Firefox

1. Copy web address in browser
2. Choose "Tools" from browser menu bar
3. Options
4. Content
5. Choose "Exceptions" tab to the right of "Block Pop - Up Windows"

6. Paste website in "Address of Website"
7. Close
8. Okay

Safari for Macs

1. There is no option for placing specific sites on an acceptance list. Each time you would like to access Cliqbook you must turn off your pop-up blocker:
 - a. Menu
 - b. Uncheck "Block Pup-Up Windows"
 - c. OR Under Preferences
 - d. Security
 - e. Under Web Content uncheck the last box, "Block pop-up windows"

Google Chrome

To see blocked pop-ups for a site, follow the steps listed below:

1. If pop-ups have been blocked, you'll see the icon in the address bar. Click the icon to see a list of the blocked pop-ups.
2. Click the link for the pop-up window that you'd like to see.
3. To always see pop-ups for the site, select "Always show pop-ups from [site]." The site will be added to the exceptions list, which you can manage in the Content Settings dialog.

To manually allow pop-ups from a site, follow the steps below:

1. Click the wrench icon on the browser toolbar.
2. Select Options (Preferences on Mac and Linux; Settings on a Chromebook).
3. Click the Under the Hood tab.
4. Click Content settings in the "Privacy" section.
5. In the "Pop-ups" section, click Manage exceptions.

Can I book travel for a guest?

Can I delegate travel booking functionality to another person?

[I'd like to learn more about Concur Travel](#)

To access training visit www.bu.edu/travelservices > Resources > [Training](#) located on the left side of the page. This page offers links to custom developed FAQ/process guide documents and information about attending a live in-person training session.

What is the difference between searching for flights by schedule or by price?

In continuing efforts to provide the best options for BU travelers, please note that the default search option for airfare is by SCHEDULE, not PRICE. This will allow for more search results each time travelers look for fares. Simply choose a departure and return flight from the search results to price.

You can still search by price by toggling between the two tabs on the results page. Be aware that this will return the lowest fares offered, not necessarily the lowest non-stops for example. It returns the lowest price regardless of schedule, therefore, results can be limited.

Refundable vs. Nonrefundable Airfares: What's the Difference and Why is it Important?

Airlines provide consumers with many “types” of airline tickets to suit the needs of many different travelers. Some prefer the lowest cost possible, some prefer the flexibility of making changes to their dates or time of travel, and some travelers like the security of knowing that if they have to cancel their flight all together, they will be fully refunded. All of these elements are accounted for in refundable and nonrefundable fares.

REFUNDABLE FARES:

You will notice that refundable fares are always **more expensive** than nonrefundable fares. This is because there are fewer restrictions on the type of ticket you are paying a premium for. With refundable fares, there are no airline fees if you have to change your ticket in any way – either for time or date of travel. If you have to cancel the trip all together, the ticket is fully refundable. (note, there may be minor charges from the travel agent.)

This is extremely important to consider when booking Boston University business travel for non-University employees or students. If you are hosting potential new employees, consultants or students, and there is a possibility that they may not end up traveling, then a refundable ticket is the best fiscal choice for your department and ultimately Boston University. If you were to book a nonrefundable ticket for a non-BU traveler and he/she cancelled, the credit would be in the traveler's name, not your department and ultimately Boston University would be out the full cost of the ticket.

NONREFUNDABLE FARES:

Nonrefundable fares have many restrictions associated with the price, which is why the ticket price will be less than a refundable ticket. However, there will be **change fees** for anything you may need to alter. Most airline change fees start at \$150.

It is extremely important to remember that there will be additional restrictions and fees for these fares which could result in this type of ticket costing more than a refundable fare!

When booking online in Concur Travel, there is a radio button that you may set to refundable fares, otherwise it will automatically search for nonrefundable fares. There are multiple

warnings set to remind you that there are restrictions associated with purchase of nonrefundable tickets.

When booking with an agent at BCD Travel, please let them know if you would like a refundable or nonrefundable ticket and they will search airline inventory for the best match.

Car Rental Insurance – Should I decline the car company’s insurance?

Employees renting vehicles with the permission of the University for University business purposes should *decline any physical damage coverage*, commonly called the collision damage waiver (CDW). When renting a vehicle with the U.S. Bank Travel Card this benefit is automatically provided, and this coverage is also self-insured by the University and is handled by the Office of Risk Management.

As in the University's own fleet, a \$500 deductible is applied to any department that has an at-fault accident. It is important to inspect any rented vehicle before driving it. Make sure any dents, scratches or other damages to the vehicle are noted on the rental form prior to leaving the rental office.

Boston University employees renting a vehicle with the permission of the University for University business purposes *should not purchase* additional rental liability insurance for **DOMESTIC** rentals. For international rentals, it is suggested that travelers do indeed purchase the additional insurance offered by the car rental companies. The University's automobile policy will provide excess coverage over the minimum coverage provided by the rental agency.

IT IS STRONGLY RECOMMENDED THAT ALL VEHICLES BE RENTED USING A U.S. BANK TRAVEL CARD, offered by Boston University. Benefits under this card include primary collision/loss damage insurance up the full value of the rental car. This not only helps the University, but also helps the department avoid a \$500 deductible for any at-fault accident.

All vehicle rental receipts and the rental agreement, including both sides, should be kept on file in the department renting the vehicle. Also, the rental agency should be advised if others will be driving the vehicle as the agency may require the name of the individual(s).

It is strongly recommended that all employees restrict their choice of rental vehicles to Avis, Enterprise or Budget/Dollar. The University has negotiated special programs with these companies that include discounted rates.

For additional information about renting vehicles, including procedures for reporting an accident, please see the [Travel and Business Expense Policy](#).

There are students driving rental cars in my department; is there a fee because of their age?

Avis: \$27 daily fee age 18 – 20 when renting on business

Dollar/Thrifty: WAIVED for drivers age 21 – 24 when renting on business

Enterprise: WAIVED for drivers age 21 – 24 when renting on business

How do I make an Amtrak Reservation?

You may book discounted fares using BU's online booking tool, **Concur Travel**, paying with a **U.S. Bank Travel Card or personal card**. When traveling, simply step up to a kiosk and swipe the same card that was used to book the reservation to receive your ticket. Fee: FREE

You may book these fares by **calling a BCD travel agent** at 617-353-1700 or contact via email at bu@bcdtravel.com. You can pay by **U.S. Bank Travel Card or personal card**. When traveling, simply step up to a kiosk and swipe the same card that was used to book the reservation to receive your ticket. If paid by a departmental administrator travel card, swipe any card at the kiosk to receive your ticket. Fee: \$16

I've got to book travel for a group of people. How do I go about doing this?

BCD can assist you in setting up arrangements for group travel.

- You are arranging travel for 10 or more people either from Boston University or guests to the University.
- The University will pay for the group's travel arrangements via the U.S. Bank Travel Card.
- Travelers will pay themselves with a major credit card.

If your group meets this criteria, please complete this form and submit to BCD Travel at bu@bcdtravel.com and copy butravel@bu.edu. BCD will take the information provided and create a Meeting Number assigned to your group.

Please make sure your travelers communicate this meeting number to an agent when calling in to book so that the agent can access all pertinent group information.

BCD will monitor the group reservation weekly to check to see if all travelers have indeed booked. It is your responsibility as the travel arranger to ensure that all of your travelers book in a timely fashion to ensure the best pricing. Funds will not appear in your budget until all tickets have been booked as designated on the group reservation form.

TSA Secure Flight Mandate – What do I need to Know?

Since September of 2010, TSA Secure Flight Data will be required for all air travel to, from or over the United States, as well as all US carriers flying worldwide. To prevent your reservations from being cancelled by the airlines due to missing Secure Flight Passenger Data, please ensure your travel profile within Concur Travel are updated with your full name, date of birth and gender. If the airline does not have all of the mandatory data or if your boarding pass and

government issued ID do not match, it could prevent airlines from issuing tickets, cause problems clearing airport security and checking in for your flights.

This requirement applies to traditional and online reservations. With any online booking process, automated ticket rejections resulting from failure to provide Secure Flight passenger data will also be subject to additional fees for “touched” reservations.

*If you do not travel on behalf of Boston University, you do not have to make these adjustments or request a travel profile be created.

Where do I enter my Secure Flight passenger data within Concur Travel?

If you have never visited Concur Travel before, you must adjust your browser settings to allow for pop-ups.

1. Go to the BUWorks Portal and select the “Travel and Expenses” tab
2. Enter your BU username and Kerberos password.
3. Select the Travel tab
4. Choose Profile from the menu bar,
5. Choose Personal Information.
6. Scroll down to TSA Secure Flight section & complete.
7. Hit Save below.

Can I ask non-BU Employees their age prior to booking them an airline ticket?

Boston University’s Office of the General Counsel strongly prefers that both the hiring department and HR not have information about a candidate’s age prior to an offer being extended as this can provide a basis for an unsuccessful candidate to claim that he or she was not hired due to age discrimination. Therefore, reservations can be placed on hold for potential hires, but the candidate must call in to BCD to provide this information and book the ticket.

To comply with a U.S. government mandate and to ensure that our travelers are neither inconvenienced nor incur fines from the airlines, BU has mandated BCD Travel to collect TSA Secure Flight passenger data.

- TSA regulations require all airline passengers to provide the following personal data:
 - Full Name (as listed on the government-issued ID with which they travel)
 - Birth Date
 - Gender

Failure to provide information may result in steep penalties passed along by airlines, inhibited ticketing by the airlines and additional service fees. Any traveler who fails to furnish Secure Flight passenger data will be responsible for any and all charges incurred.

Regulations established in 2009 by the Transportation Security Administration (TSA) required airlines by the end of 2010 and going forward to collect Secure Flight passenger data at least 72 hours prior to flight departure or at time of ticketing for flights booked within 72 hours.

Threatened with steep federal fines for failure to comply, airlines have now begun to tighten adherence to Secure Flight regulations. As a result, those failing provide required TSA Secure Flight data will risk the following consequences:

- Debit Memos up to \$27,500 per segment + processing fee
- Blocked ticketing
- Cancellation of tickets after issuance
- Denied boarding passes

If you have any questions, please contact BU's Travel Services via email at travelexpense@bu.edu.