

Frequently Asked Questions (“FAQ”) CBT & Concur Travel

December 2023

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General Travel FAQ's

Q: Where should I purchase travel accommodations?

All University travel should be booked in Concur using the Travel Module (Concur Travel).

Q: Why should I use Concur to book travel?

The University's preferred rates, policies, and duty of care system are loaded into Concur Travel. Preloaded rates are higher education focused and include those that are Northeastern-specific, as well as E&I Cooperative Services and The Boston Consortium. Concur Travel is Section 508 compliant and conforms to WCAG 2.0's Level A and Level AA Success Criteria and Conformance Requirements.

Q: Who is the Travel Management Company (TMC)?

The travel management company is Christopherson Business Travel (CBT). Concur is the host site, pre-loaded with all Northeastern and CBT rates.

Q: Why Christopherson Business Travel (CBT)?

Booking through CBT allows you to maximize your travel dollars by adhering to your departments' travel policies, in addition to a duty of care and quality service throughout your travel.

CBT is a Concur-enabled, certified woman-owned business and a BCD Travel affiliate, offering high client satisfaction and a designated university help desk. Other higher education institutions that utilize CBT are the University of Colorado, University of Utah, and Boston University. Additionally, CBT partners with CIBT Visas to offer visa and passport services for an additional fee. The link to access the webpage can be found on your travel itinerary at the top of the page.

Q: What is happening to our current travel management company Egencia?

We will be sunseting Egencia by the end of Q2 FY24 (December 31, 2023).

Concur Travel FAQ's

Q: How do I access Concur Travel?

To access Concur please go to me.northeastern.edu → Resources → Financial Services → Concur (Travel and Expense) → Travel.

Q: How do I input my travel information on Concur?

Profile → Profile Settings → See contact information and travel preferences. *Don't forget to click 'Save' after updating your information!*

Q: What is required when setting up my Concur travel profile?

- Legal name that matches your government ID
- Home or Work phone number
- Mobile phone number
- Country Calling Code
- Gender (Male or Female only, see context below*)
- Date of Birth

Q: What name will show up in Concur?

Your legal name will appear in Concur. There is a spot to enter in your preferred name, however, for airline booking purposes, the name on your ticket must match your valid form of identification at the airport.

Q: If my legal name is incorrect in Concur, what should I do?

If you require a name change in your Concur profile, please see [here](#) on how to change your legal name and have it updated in Concur. All information on Concur flows from Workday.

Q: Why are there only two gender options?

This is a software restriction. Concur and travel providers are working on including a non-binary gender option to their proprietary back-end systems.

Q: How do I enter my preferred name in Concur?

In Concur, go to Profile → Profile Settings → Personal Information → Preferred Name → Save. *Please note, all required information will need to be filled out for the profile to save.*

Q: Is passport information required when booking domestic or international flights?

Passport information is not a required field when booking a flight. However, it may be required at the airport.

Q: Can I add my personal points numbers to my bookings?

Yes. To add your personal points number, go into your profile settings and select Frequent – Traveler Programs.

Q: What is the difference between Frequent-Traveler Programs and Advantage Programs?

Advantage program is for Amtrak only; Frequent-Traveler Programs are for everything else.

Q: How do I add my credit card(s) to my profile?

In Concur go to Profile → Profile Settings → Credit Cards → Add a Credit Card → enter all required credit card information → check the type of charges you would like to default the card to → Save → Save.

If your role requires travel and you do not already have a corporate card, please apply for a green (IBCP) American Express card.

Q: Do I need to save a credit card to my profile?

You do *not* need to save a credit card number to your profile. However, you will need to enter a credit card number at the time of booking.

Q: Can I use my personal card?

The preferred method is to use your Northeastern-issued credit card, but you can use your personal card. If your role requires travel, please apply for a green (IBCP) American Express card.

Q: Can I add my corporate card to another employees travel account?

No, employees should not be using their corporate card to book travel accommodation for other full-time employees.

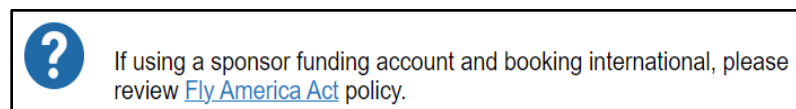
Q: What is this icon  and why is it showing up in Concur Travel?

This icon will show up on international flights that are Fly America Act Compliant. This icon will only show up when looking to book and does not show up on the receipt.

Q: What is this icon  and why is it showing up in Concur Travel?

This icon will show up when you are booking outside the University's recommended policies. It does not prevent you from booking but will require justification for booking outside of policy.

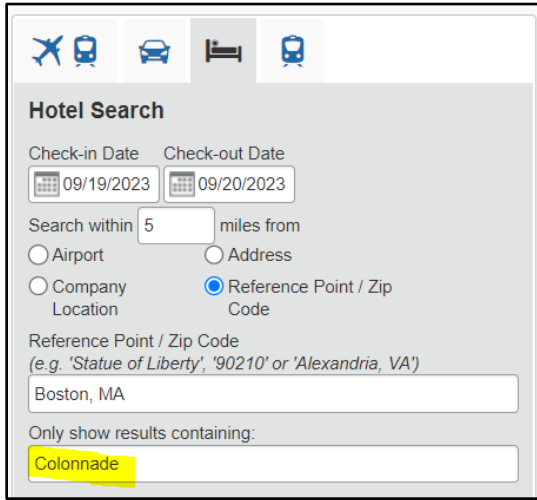
Q: Why am I getting this pop-up when booking airfare in Concur Travel?



This message is a soft reminder that will appear when searching for international airfare. If you are booking international airfare and plan on charging the expense to a federally sponsored award, please review the Fly America Act to ensure the ticket is compliant.

Q: How do I search for a specific hotel?

If looking to stay at a specific hotel in a certain location, please add the name of the hotel into the box under 'Only show results containing'.



Q: Can I book travel in the Concur mobile app?

Yes. You can find instructions [here](#) that detail how to set up the Concur mobile app.

Q: What is Triplt?

Triplt can organize your travel plans no matter where you book. You will have to create an account, which will show in Concur Travel. If you dismiss the notification, it will not pop up again. Learn more [here](#).

Travel Alerts

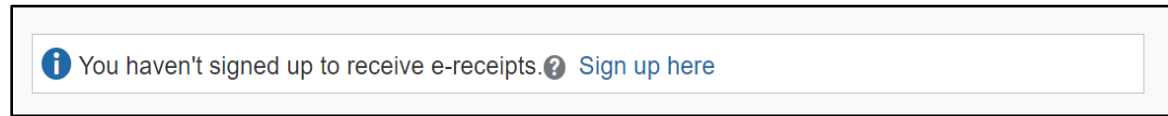
 **Triplt** creates a schedule with all your travel details in one place, accessible on Android or iPhone. Simply connect your Concur account to **Triplt**. [Connect to Triplt](#) [Not right now](#)

Concur Receipt FAQ's

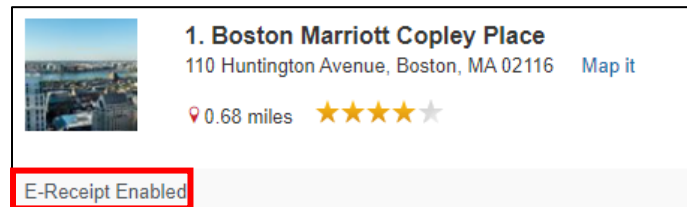
Q: If I book travel in Concur, will the receipts automatically go to my Concur account?

No, most receipts will still have to be added to your Concur account. Receipts also populate at point of sale. For example, most cars are charged when you get to the car rental counter or hotels give you a completed folio at checkout.

Q: What is this alert and why is it showing up in Concur Travel?



By signing up to receive e-receipts, receipts will be automatically sent to your available receipts in your Concur profile. Please note, receipts are based on participating e-receipt vendors. Participating vendors will show up on Concur travel as 'E-receipt enabled'. See [here](#) for vendor coverage.



Q: How will I receive receipts from transactions completed in Concur Travel?

You will receive an e-mail with a copy of your receipt.

Q: What if the vendor is not e-receipts enabled?

You will have to obtain the receipts as you normally do. You can verify your email on your account and forward receipts to receipts@concur.com. By sending the receipts to receipts@concur.com, the receipts will show up in your available receipts. If your email is not verified, forwarding the receipts to your account will not work.

Q: How do I verify my email in Concur?

Go into Concur → Profile (top right of screen) → Profile Settings → Email Addresses → click Verify → click OK (you will be sent an email with a verification code) → open your email → open email named 'Concur Email Verification' → Copy the verification code → go back into Concur → paste code in box → click OK → Click OK.

Q: What is the difference between e-receipts and verifying my email?

E-receipts will automatically send the receipts to your Concur available receipts, and verifying your email will allow you to forward the electronic copy of a receipt to your available receipts.

CBT Rates and Contact Information FAQ's

Q: What are the online booking fees?

Online Booking Fees	Ticketing Fee (USD)
Air Purchase	\$7
Hotel Reservation	\$4
Car Rental Reservation	\$4
Air Exchange	\$7 (transactions done online)
Hotel Exchange	\$0
Cancellations	\$0

*If you book air, hotel, and a car rental at the same time, you will be charged one \$7 fee

Q: What are the over-the-phone booking fees?

Agent Assisted Support	Ticketing Fee (USD)
Agent Assisted Air Purchase	\$27.00 domestic / \$35.00 International
Agent Assisted Air Exchange	\$27.00 domestic / \$35.00 International
Agent Assisted Air Cancellation	No fee
Agent Assisted Car Reservation	\$10
Agent Assisted Car Exchange	N/A
Agent Assisted Car Cancellation	No fee
Agent Assisted Hotel Reservation	\$10
Agent Assisted Hotel Exchange	No fee
Agent Assisted Hotel Cancellation	No fee

*If you book air, hotel, and a car rental at the same time, you will be charged one agent assisted fee depending on the type of travel you are booking

Q: What CBT number can I call?

For agent assisted help call 801-845-2183 for regular hours, after hours, or if you are located outside the United States. If you are in the United States, you can also call 800-485-7389 toll free.

Q: What are the over the phone hours?

Monday through Friday 8:00 AM – 8:00 PM ET (5:00 AM – 5 PM PT).

Q: What are the extended hours?

24/7

Q: Will I be charged if I call in and do not book?

No, you will not be charged if you do not complete a booking.

Q: What email can I use for support for travel booking assistance?

Please contact university.travel@cbtravel.com for questions regarding travel reservations or for changes to air that has already been ticketed.

Q: Is there a fee if I email university.travel@cbtravel.com?

Email is considered full service. If you booked online and sent an email, you will be charged the relevant agent assisted booking fee. If you booked over the phone, no additional fee will be charged.

Q: Will I be charged an additional fee if I book online and then call in?

Yes, you will be charged the relevant online booking fee + relevant agent assisted fee. Fees based on the type of booking are listed in the tables above.

Q: Will I be charged if I book over the phone and call in during extended hours?

No, you will only be charged the agent assisted fee once if you booked over the phone and called in during the extended hours.

Q: Who should I contact if I am having trouble with the booking tool?

Please contact onlinesupport@cbtravel.com or call 888-535-0179 for assistance. This would be if you are experiencing any issue with the booking tool like an receiving an error message. There is no charge to contact online support for assistance. However, if it is determined the booking cannot be completed online and they direct you to the full-service team, you will be charged the agent assisted fee if you book over the phone.

Sponsored Accounts, Travel Assistants/Arrangers (delegates), and Guest Booking FAQ's

Q: Will employees with sponsored accounts have access to Concur Travel?

Yes.

Q: If I am an expense delegate for an employee in Concur, will that copy over into the travel delegate (travel assistant/arranger)?

No, the employee will also have to add you as an assistant/arranger on their profile.

Q: How do I add an assistant/arranger on my profile?

In Concur, go to Profile → Profile Settings → Assistant/Arrangers → add assistant → type in person you want to add → Check 'can book travel for me' and 'is my primary assistant for travel' → Save changes → Save.

Q: What is the point of checking off 'is my primary assistant for travel' in the assistant/arranger section?

There can only be one primary assistant. Primary assistants will receive an email copy of the travel itinerary.

Q: How do I access the employee's profile after they added me as an assistant/arranger for Concur Travel?

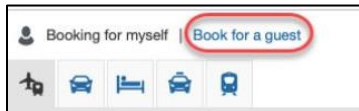
In Concur, click on Profile → click 'a delegate for another user who has granted you this permission' → type name in box → click on name from drop down → switch → Travel → start booking travel.

Q: Can I book for guests?

Yes, please fill out the Guest Booking request form found [here](#). Once completed, please send to procurement@northeastern.edu.

Q: How will I know when the guest booking role has been added to my account?

In Concur travel, you will see a 'Book for a guest' link in the trip search section (left side of screen).



Q: How do I book for a guest after the guest booking role is added to my account?

You will need to wait 24 hours after the guest booking role has been added to your account. To book for a guest, click on the 'Book for a guest' link → choose the appropriate city pairs, dates, and other search options → click search → select desired accommodations → on the trip reserve page add the name of the guest and required fields → review itinerary for accuracy → reserve → continue → continue through to Final Review.

Q: Who will get the receipt when booking for a guest?

The guest and the arranger will receive a copy of the receipt, provided the booker enters the traveler's email address into the booking.

Q: Who will get the receipt when booking as an assistant/arranger?

Only the employee will receive a copy of the receipt.

Q: Can I purchase travel accommodations for other full-time benefits-eligible employees?

You cannot purchase travel accommodations for other full-time benefits-eligible employees using your account and corporate card. However, the employee can assign you as an assistant / arranger (*travel delegate*) and you can book on behalf of the employee.

Q: How will I access the employees account once I am assigned an assistant/arranger (travel delegate) on the employee's profile?

Go to profile → click 'a delegate for another user who has granted you this permission' → type in their name → click from dropdown → click Switch. Once switched over to the employee's account, you can make the bookings on their profile.

Q: What is the difference between being able to book for a guest and a travel assistant/arranger?

The guest booking feature will allow employees to make travel arrangements for guests of the university or students. A travel assistant/arranger is someone who the employee has granted access to their travel account and is allowing the assistant/arranger to book for them on their behalf.

Additional Resources

[Amex Applications](#)

[Guest booking request form](#)

[Concur: Booking a Flight](#)

[How to request a sponsored Concur Account](#)

[Concur: Booking a Hotel](#)

[List of reimbursable expenses](#)

[Concur: Booking a Car](#)

[Policy on Requiring Registration of University Travel](#)

[Concur: Changing a Purchased and Ticketed Trip](#)

[Policy on Travel Expense and Reimbursement](#)

[Concur Expense Training](#)

[Policy on Use of Vehicles for University Purposes](#)

[Concur Quick Guides](#)

[Registering your University Travel Plans](#)

[Concur: Updating your Travel Profile](#)

[Triplt: How it Works](#)

[FAQ for work related travel](#)