

## Clemson University Managed Travel FAQ's - Christopherson Business Travel

### Q: When will I be able to use Christopherson Business Travel (CBT)?

A: Beginning August 1<sup>st</sup>, University employee travelers and travel planners may begin utilizing the [online booking tool](#) and [travel agent services](#) for all domestic, international and [group travel](#) (10 or more) via your Clemson Novell userid & password. Once logged in, it is critical to update your basic profile and delegate who may make travel arrangements for you.

### Q: What is the overall plan?

A: To address the University's growing responsibility to ensure the care of its travelers. By creating a strategic sourcing program for travel, the University can potentially negotiate better rates than an individual traveler can obtain. In line with the University's business goals of managing and processing travel more efficiently, CBT will provide a 24/7 online booking ; agent-ready @ **1-800-285-3603**; [university.travel@cbtravel.com](mailto:university.travel@cbtravel.com), and mobile system complimenting the already available [my.clemson travel reimbursement](#), for domestic travel; each supporting the University's business, academic and research priorities.

### Q: How was Christopherson Business Travel chosen as our University travel supplier?

A: Procurement and Business Services competitively bid managed travel services. Offerors were evaluated on their technical and price approaches by a collaborative, cross-functional University team representing college travelers & planners, global engagement, risk management, travel management and athletics. The final scope of work enveloped Clemson's culture, industry best practices, traveler and planner focus groups, town halls and survey results, engagement with leadership, business officers, grant contract administration, export control and crisis management requirements. With this information, the team solicited several travel management companies (locally to industry leaders) and chose CBT as the solution that could meet the University's travel needs.

### Q: Why use Christopherson instead of handling my travel as I've always done?

A: Based on conversations with over 340 faculty and staff at the University about their travel needs, extensive research in best practices for travel solutions, and numerous discussions with Clemson's higher education peers, we selected CBT as the optimal solution for the University's travel program.

- Contracted travel supplier = no need to obtain 3 quotes or bid out travel over \$10,000.
- **SUPPORT** - Dedicated company travel agents (NO 3<sup>rd</sup> party call desk) versed in our specific travel policies; the same are built into the self-service online booking tool
- Centralized vault for all your travel info; passport, airline seating, room preference, vehicle size, loyalty programs, emergency contacts, credit card preference
- Clemson discounts negotiated with preferred travel partners. As the travel volume booked through CBT grows, further vendor discounts will be available.
- "Clone your trips/itineraries" for companion travelers to easily mirror your trip i.e. flights, lodging, car rentals—say goodbye to messy copy/paste emails
- [Group travel](#), student travel, grant travel, leisure travel and guest travel—one convenient system

### Q: How much will it cost to book travel?

A: A routine domestic business online booking (airfare, lodging & rental) will cost an additional \$9 and an agent reservation \$26 @ 1-800-285-3603, [university.travel@cbtravel.com](mailto:university.travel@cbtravel.com) or after logging into the online booking tool—you can send the agent a filled out, online form about your trip. Additional charges will apply for changes or complex travel needs.

**Q: Is use of the booking solution required and how will it benefit me and my department?**

A: Not now, but it is expected that international travel will require use of the online tool or agent booking. Consider the following benefits of using the solution:

- CBT provides real time access to all available flights and fares through a single on-line resource for booking airfare, lodging and rental car in the same reservation, to include *Southwest* and regional airlines.
- CBT's online booking tool securely manages your traveler profile including P-Card & credit card information, frequent flyer and loyalty program information, emergency contacts, travel history (so, repeat trips are easier to rebook; great for grant researchers!)
- Since they're our contracted travel supplier, Procurement and Business Services will not have to bid out your large, complex travel; instead, simply contact their [Group Travel desk](#).
- [Fly America Act](#) - Fed-funded travel support: online booking tool indicates with an American flag icon when a flight qualifies under the Fly America Act.
- Christopherson retains unused ticket information for future travel.
- Christopherson provides exclusive access to negotiated airline discounts with preferred carriers, negotiated hotel discounts, and discount rental car rates. These discounts are not available through other agencies, internet sites, or airline web sites.
- Airline tickets can be voided within 24 hours of purchase with no airline penalties. When flights are changed, cancelled, or otherwise delayed,
- Christopherson provides 24/7 support. Christopherson will proactively contact travelers when weather/risk related events occur to make alternative travel arrangements or assist with required ground services such as hotels and transportation.
- *Duty of care* -- By booking through Christopherson, the University will have your travel information available in case of an emergency (such as a natural disaster, transportation strikes or political upheaval at your travel destination) and can help coordinate assistance.
- Sharing your planned itinerary, with colleagues, other travelers, travel planners, and emergency contacts, is built-in and gives them important information in one concise communication.

**Q: Will I be able to book personal travel through Christopherson Business Travel?**

A: Yes, the [online booking tool](#) is available for leisure travel and to coordinate additional travelers within the tool, if needed (such as when traveling with a spouse/child or adding additional vacation days on to the beginning or end of the trip).

**Q: Can the University book official guests or students using the tool or agents?**

A: Yes, department travel planners can arrange travel for our University guests and students once you contact [Kelly.tisdale@cbtravel.com](mailto:Kelly.tisdale@cbtravel.com) for your access

**Q: Could you explain what happens when I cancel my booked flight reservations?**

A: If you booked a reservation with CBT via Concur or an agent and you need to cancel, make sure to either login to Concur and cancel your reservation or call a CBT agent to cancel. This way, they can track the unused ticket which is then stored in the traveler's profile. If you cancel with the airline directly, CBT won't know, I can't track the unused ticket.

*updated as of 8/11/16*

If you make a reservation with a CBT agent or online and then decide within that 24hours from the time the reservation is made you need to cancel, you should call an agent and have the agent cancel the reservation and CBT can void that ticket. The service fee will not be voided but the ticket will be. This way we are saving the traveler from having to do an exchange ticket later on and having to pay \$200 to \$250 exchange fee.

**Q: What if I want to use my affinity/loyalty programs for booking and earning miles?**

A: You can absolutely enter your program information into the Christopherson Business Travel tool profile and earn frequent flier miles/credit for booking with your preferred hotel chains. The booking tool will save that information under your profile so that you do not have to enter it every time.

**Q: How do I block hotel rooms for my travel party?**

A: Either email your request to [university.travel@cbtravel.com](mailto:university.travel@cbtravel.com) or call **800-285-3603** and speak to any one of their agents.

**Q: Will I have to get preapprovals for travel?**

A: For international travel, the University's [Authorization for International Travel form](#) must be completely signed-off before bookings are allowed. For domestic travel, all travelers must follow their college or department pre-trip policy practices, where applicable. Buying [CISI travel insurance](#) before employee international trips is highly advisable. All students must purchase [CISI travel insurance](#) before international trips.

**Q: Will all hotels/airlines be in the online tool for booking or will just the ones with negotiated rates?**

A: All hotels and airlines in the Global Distribution System (GDS) will be shown in Christopherson Business Travel's online booking tool. This is the same information that you would see in online travel search engines i.e. Orbitz, Travelocity or Expedia et al. As we capture more information about the University's business travel spend, we will be able to use that data to negotiate better rates at preferred vendors. Those preferred vendors will be labeled as such but you will still have the opportunity to book with any vendor in the system. Some international hotels or airlines may not be in the online tool. You can either call the Christopherson Business Travel's dedicated agents for help booking with those vendors or you can do that independently.

**Q: Will I be able to book travel for someone other than myself using the online booking tool?**

A: Yes, that is a benefit of using the booking tool. You can book as a delegate of someone else (a Clemson employee) and you can book guest travel ( if you request this from CBT Travel's [Kelly.Tisdale@cbtravel.com](mailto:Kelly.Tisdale@cbtravel.com) )

**Q: Will I be able to book air/lodging/rental car/rail through the online tool?**

A: Yes, Christopherson Business Travel has the ability to book airfare, lodging, rental cars, and rail tickets as well as provide real-time reports and whereabouts of our travelers (through their *SecurityLogic™* system).

**Q: Can the University book travel for students using the tool or agents?**

A: Yes, department travel planners can arrange travel for our students

**Q: Will the online booking tool show Southwest, Allegiant Air and JetBlue flights?**

A: Yes

*updated as of 8/11/16*

**Q: What type of training will be provided?**

A: Once you've updated your traveler profile, your online booking is very intuitive; however, Christopherson has provided two Quick Start Guides, one for the [traveler](#) and one for the [travel planner](#). CBT will also host face-to-face training and provide recorded demo training walkthroughs.

**Q: Should I use Christopherson's tools for in-state travel?**

A: While you may for lodging, if simply renting a campus Enterprise rental for a day trip, continue to utilize the Clemson Enterprise [website](#).

**Q: What has changed with Clemson's out-of-state rental vehicle program?**

A: When booking an out-of-state rental through National or Enterprise, you can now have your rental expenses *directly charged back* to your department just like our in-state Enterprise vehicle rentals.

**Q: Can CBT waive the group travel booking deposit(s)?**

A: Group deposits are not charged when we have an agreement with the carrier such as DL, however the majority of the other carriers will require a deposit. **If not, when is the deposit needed?** Group deposits requirements are based on when booked vs. when traveled. Generally speaking, we have 7-10 days to get the deposit to the airlines. **How much is the deposit?** Varies on whether domestic or international but a general rule: the deposit is \$40.00 to \$100.00 per person.

**Q: Can the types of tickets available be explained plainly for planners or travelers? i.e. reimbursable, non-refundable...meaning also the costs associated with changing tickets that are modified**

A: If booking reservations with an agent, the agent will always advise the restrictions of the airline ticket booked. General rule: agent found fares are non-refundable unless indicated. When using the online booking tool, the system also states if the ticket is nonrefundable. The fee to do an exchange is not listed but an agent can advise the traveler or planner of those fees.

**Q: How do I book a hotel night since I cannot use the P-card?**

A: During your [initial profile update](#), you must choose a personal credit card to default for lodging. For all other travel arrangements, you may choose P-card, personal credit card or direct bill i.e. National/Enterprise rentals.

**Q: Will I be able to use my Pcard for airfare cost in Christopherson Business Travel?**

A: Yes, you may use your Pcard. While the preferred method of payment for University-related travel remains the Pcard (sans lodging), you may also use your own credit card and file for reimbursement after the trip is completed.

**Q: Can I book conference hotels in this tool?**

A: Most conference hotels have negotiated specific rates for events that will not be available in the online booking tool. The best practice is for the traveler or travel planner to book directly with the hotel and avoid the CBT agent booking fee.

**Q: How many travelers are considered a group?**

A: 10 or more paid travelers

**Q: Is there a mobile app?**

A: Travelers may download through your phone and use Concur's free Triplt™ or their TripltPro™ (\$49 annually). Click [here](#) for a quick comparison of the two tools.

**Q: What if I find a cheaper fare or hotel outside of the CBT Concur travel online tool?**

A: Please give CBT's travel team a call or email letting them know, they bet they'll match it or help you understand the "why's" of the price difference @ **1-800-285-3603** [university.travel@cbtravel.com](mailto:university.travel@cbtravel.com)

**Q: Will I be able to book Athletic travel through the online booking system or agents?**

A: No, Athletics has selected a different provider for executing its group, charter and employee travel.