

## Best Practices for Travelers

### General

- » Check your Concur Profile and confirm that your Default Approver/Manager and Speed Chart is correct.
- » If you change or add a Speed Chart, always insert that department/budget owner in the approval flow. Your default approver/Speed Chart is the only approver added automatically.
- » Travelers should keep paper copies of receipts/agendas for 3 years.

### Travel Request

- » Always create a Travel Request and receive approval to travel **before** booking airfare, hotel, and car rentals.
- » Include the conference registration in the “Pre Paid Registration” segment for amounts paid outside of Concur using P-Card or OwlPay.
- » Always check the Approval Flow and insert any additional required approvers (business manager, project manager, supervisor, etc.) before submitting.
- » If personal travel days will be added to the business trip, add comments to the Travel Request. Obtain and add the cost comparisons as an attachment for the business dates only to verify no additional cost to the university.

### Booking Travel

- » Travelers should select travel options within policy that result in the best value for the university.
- » Any exceptions to booking travel outside of Concur will need cost justification and/or explanation and approval by the Travel Department prior to booking.
  - Travel Inc. will assist with booking airfare for family that travels with an employee. Family member airfares cannot be booked through Concur. A personal credit card will be requested to purchase companion airfare and the travel agent fees for the service.
- » Booking all segments of a trip (airfare, car rental, lodging) at the same time helps reduce costs!

#### Airfare

- » Airfare should be booked using the lowest domestic airfare between 14-21 days prior to departure. International flights may be booked 6-8 weeks in advance of departure.
- » Travelers can “Void” an airfare purchase ≤24 hours from the time of the notification by replying to the email booking notification. (Travel, Inc. booking fee still applies)
- » If a trip must be canceled, travelers should “Cancel” the airline ticket through their Trip Library in Concur or by calling Travel, Inc. as soon as possible.
  - All canceled flights will be reviewed by the President’s Office.
  - Travel, Inc. booking fees and airline cancellation fees still apply. The ticket is not refunded, but any residual value may be available for future travel.
  - The airfare and travel agent fee should be submitted in an expense report following the cancellation.
- » Only Default approver will receive booking notifications.

Contact the Travel Hotline at (470)578-4394 or submit a ServiceNow ticket at [service.kennesaw.edu/ofs](https://service.kennesaw.edu/ofs) with any questions.

## Lodging

- » Airbnb, Homeaway and VRBO are not allowable for domestic business lodging. If selected, the lodging cost will become non-reimbursable.
- » Make sure you print out the hotel/motel tax exemption form if you are traveling within the State of Georgia.
- » Review the confirmation email for hotel booking carefully. This will reflect the actual rate for the entire stay.
- » Booking directly with a **conference** hotel (outside of Concur) is allowable within policy.
- » If sharing a hotel room with another KSU faculty member, have only one traveler make the reservation under his/her profile and include a comment in the Report Header, noting who shared the room.

## Ground Transportation

- » Hertz is the mandatory car rental agency for all out-of-state, airport and international locations.
- » Hertz **may** be selected for in-state travel and **must** be selected at Hartsfield-Jackson airport.
- » Enterprise may only be selected for travel that originates and ends in Georgia.
- » Prepaid fuel options and refueling through a rental car agency are non-reimbursable, based on policy.
- » Vehicles should be returned with the same amount of fuel it had when it was picked up.
- » Consult Car Rental Cost Comparison tool and discuss with supervisor for a determination of the preferred travel choices.

## Cash Advance

- » Enter the purpose of the Cash Advance in the Comment section of the Cash Advance Request.
- » A cash advance can only be issued for the out-of-pocket costs in the approved Travel Request.
- » You cannot change the Speed Chart on Cash Advance Requests.
  - The default approver verifies that you may receive a cash advance.
  - There are no budget holds based on the advance.
  - The correct Speed Chart will be charged based on the expense report is submitted. .

## Expense Report

- » Complete one Expense Report per trip, as there is a small transaction fee per expense report.
- » Set-up a Trip Itinerary for each expense report, even if per diems are not being claimed.
- » Select Overnight Travel option when completing the Trip Itinerary for reimbursement of Travel Allowances (meal per diem).
- » A conference agenda or itinerary must be uploaded with each expense report.
- » Personal Car Mileage: Departure location is your actual departure location with deduction for any commute miles when necessary.
- » Check the report Speed Chart to confirm correct budget/department number before submitting for approval.
- » Check the Approval Flow and insert any additional required approvers (business manager, project manager, grants, etc.) before submitting.
- » If a report is returned for any reason, approvers must be re-added to the approval flow before submitting a second time.

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