

Travel Management System (TMS) FAQ's

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Travel Management System (TMS) FAQ's

Your TMS (Concur) Profile

How do I update my email address?

Your email address information is housed in your PeopleSoft Travel Profile. Your email must be your work email @kennesaw.edu address. Changes to your email address should be made via email to travel@kennesaw.edu.

How do I update my password?

Your password can be updated in your **Profile** section of the TMS system.

- Select **Profile > Change Password** (left menu).
- Enter your current password.
- Enter your new password.
- Click **Save**.

What is a DHS Redress Number in the Travel Preference section of the Profile?

The Redress Control Number is the record identifier for people who apply for redress through the DHS Travel Redress Inquiry Program (DHS TRIP). DHS TRIP is for travelers who have been repeatedly identified for additional screening and who want to file an inquiry to have erroneous information corrected in DHS systems.

Can I set myself up to receive Email Notifications?

Yes, the TMS system allows you to select the type of email notifications you'd like to receive. (see TMS Job Aid- [5.10 Setting up Email Notifications](#))

Can I use my frequent flyer or hotel rewards card number in order to get my points?

Yes. Complete the Frequent Traveler Programs information section on the Travel Preferences tab of the Profile page.

What are the required fields on the profile page?

The fields required on the **Profile** page are name, contact telephone numbers, email address, and TSA Secure Flight information. You can also enter travel preferences such as frequent flier information and seating preferences.

How do I get help for using the TMS system?

There are many ways to get help with using Concur Travel & Expense. We offer many travel reference materials, including job aids and online training at:

<https://financialservices.kennesaw.edu/accountspayable/travel%20pilot>

If these resources don't address your issue, please feel free to contact the Travel Administrator at travel@kennesaw.edu.

Travel Management System (TMS) FAQ's

Bookings

Can someone else book my travel?

Yes, you can select a travel assistant or travel arranger to search reservations and/or book your travel. (See Job Aid TMS-4.05: **Assigning a Travel Assistant or Arranger**). For an additional fee, you can contact Travel, Inc. directly to book more complicated itineraries.

I'm a Travel Arranger, how do I book travel for someone else?

If you are a travel arranger, log on to the TMS system. At the top of the screen you will see **'Welcome, Travel Arranger' [You are administering for: XXXXX]**. Select the profile that you want to edit from the **'You are Administering Travel For'** list at the top of the page.

What is the difference between booking a flight through the TMS system versus booking an internet fare from another vendor's website?

The TMS system provides access to both State of Georgia and internet fares. The difference is in who fulfills the service and who provides the customer support. With a TMS purchase, you are complying with State Policy and you have the full support of the State's Contracted Agent, Travel Inc.

What if I book a ticket outside of the Travel Management System?

Tickets booked outside of the TMS system are not in compliance with State Policy. If you book a ticket outside of the TMS system, you must provide justification for purchase outside of the system. The **ONLY** exception to this is the KSU Study Abroad program. (see Job Aid TMS-5.04- Creating an Expense Report (if NOT booked through TMS))

Do we receive eTickets or Paper Tickets?

Electronic tickets are issued.

When booking a flight, why does the Reserve button appear in more than one color?

The following table outlines the meaning of the Reserve button colors:\

If the Reserve Button color is	Then the fare or booking class is
Green	Within State Policy regarding fare types and booking classes
Yellow	Outside of State Policy and you are required to enter additional information to justify non-compliance with policy

Can I add a car or hotel to an airline reservation after it is booked?

Yes. You can make changes before your ticket is issued (see Job Aid TMS-01 Changing or Modifying a Trip).

How can I view the itinerary for booked travel?

Locate your trip in the **Upcoming Trips** section of your **My Concur** page. Click on **View Itinerary** to see trip details.

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How do I book a multi-leg trip?

To schedule a multi-leg flight:

- On the **My Concur** page, click the **Flight** tab on the **Trip Search** wizard
- Click **Multi-segment** additional departure.
- Enter you departure and arrival information for each segment and then click **Search**.

How do I book a hotel reservation?

There are several ways to book a hotel.

- Book a hotel-only reservation by clicking on the 'Hotel' tab on the home page.
- When booking flights, check the 'Find hotel' box and Concur Travel will search for hotels after you book the air and car if requested.
- Click on the Add Hotel link on the Travel Details page.
- Add a hotel to an existing reservation by going to 'Upcoming Trips', clicking on your reservation and selecting Change Trip.

Why should I use TMS instead of calling an agent directly?

With a TMS purchase, you are complying with State Policy and you have the full support of the State's Contracted Agent, Travel, Inc. The TMS system allows you to quickly make plans after viewing your travel options. You have access to Internet fares. Tickets booked outside of the TMS system are not in compliance with State Policy. If you book an airline ticket or hotel outside of the TMS system, you must provide justification for purchase outside of the system. The ONLY exception is the KSU Study Abroad program.(see Job Aid TMS-5.04- Creating an Expense Report (if NOT booked through TMS))

How do I book multiple hotels in the same city?

The Travel Details page will display after you book your first hotel. Click on the Hotel link, provide your search criteria and click on Next. When the hotel results display, find your desired hotel and click on Reserve.

What search options can I use in finding a hotel?

TMS allows you to search for a hotel by airport, address, company location and reference point. Options include filtering hotels by name, chain, neighborhood, price and hotel amenities. Concur Travel also provides a map of hotels powered by Google Maps. Hotel results can be sorted by company policy and price.

How do I book a hotel with different dates than my airline flights?

If you check the 'Find a Hotel' box on the home page when booking flights, Concur Travel will default the hotel dates to match your arrival date and return departure date. To book different dates, leave this box unchecked. On the Travel Details page under your arrival flight, click on the Hotel link. You will be able to search for the exact check-in and check-out dates for your hotel reservation.

Travel Management System (TMS) FAQ's

How do I cancel an airline ticket?

Options for canceling a ticket:

REJECT or DENY

- Rejecting a ticket is the action prior to issuance of the reservation/ticket, _XX_ hours after approval email goes out.
- No fee incurred.

SAMPLE EMAIL GENERATED AFTER RESERVING FLIGHT:

This trip will be finalized and/or ticketed automatically if you do not specifically approve or reject it before Eastern or within 1 day(s).

If it is rejected, it will be automatically cancelled.

Your approval is not needed, however, if you did not approve this trip you must go into the system within 24 hour of receiving this email and deny the booking

VOID

- Void is the action that takes place after the ticket has been ISSUED.
- Travel Inc. has the ability to void tickets after they are purchased
- A void prevents the ticket charge from hitting the credit card, so no ticket will exist. A ticket may be voided until midnight the next business day. The allowable void period for a ticket booked on Friday, Saturday, or Sunday would be Monday by midnight.
- Only booking fee incurred.
- Does not apply to instant purchase carriers such as AirTran.

CANCEL

- Tickets cancelled after a void period has expired will be charged to department. User has the option of using airfare credit toward future purchases with email.
- Airline cancelation fees incurred.

How does the system select my seat assignment on a flight?

The system references your profile to make a seat assignment after booking your flights. If you have preferred status on your frequent flyer account, it will assign preferred seating if offered by the airline. If you would like to change your seat assignment, click on the **Select Seat** link, to access the seat map and choose another available seat.

How will I know if my airline ticket was issued?

Travel Inc., our contracted travel agent, will email your e-Itinerary as confirmation of ticketing.

What should I do if I do not receive my e-Itinerary?

If you have not received your e-Itinerary from Travel Inc., within 2 hours of submitting for purchase, please contact your Travel Inc. Travel Counselor.

Travel Management System (TMS) FAQ's

How do I change my trip?

Go to the "Upcoming Trips" tab. Click on the trip you would like to change and select Change Trip. You can add or cancel reservations. Subject to fare rules and carrier requirements, changes to ticketed flights will result in an exchange ticket being issued. Changes to AirTran, Southwest Airlines and Amtrak need to be made by a travel counselor.

How do I cancel my trip?

Go to the 'Upcoming Trips' tab. Click on the trip you would like to cancel and select Cancel Trip. Unused tickets issued by Travel, Inc. will be marked with any value remaining and can be used towards a future reservation; usually up to 1 year from the original purchase date. AirTran and SouthWest Direct Connect reservations can also be cancelled in Concur Travel. Both carriers will hold credits of our unused Funds and can be applied on future reservations; usually up to 1 year from the original purchase date. Call a travel counselor to apply any unused funds from a cancelled trip to a new reservation.

Approvers

How do I change the default manager listed in my profile?

Contact the Travel Administrator at travel@kennesaw.edu . Include 'Manager/Approver' in the subject line of your email

What if my approver is not on the authorized approver list?

Contact the Travel Administrator at travel@kennesaw.edu . Include 'Manager/Approver' in the subject line of your email.

Who approves first, my immediate supervisor or the Department Budget Manager?

What about additional approvers?

The first approver is set to Budget Manager, who is usually a Dean or Chair. You have the ability to add additional approvers such as your Business Manager and or Grants Department, before or after the department manager.

The Expense Statement

I started entering my Travel Expenses, how do I save the report so that I can return to it later?

Fill in any required fields then enter at least one expense line. You will then be able to click the SAVE button. The system will assign you a report ID. You will then be able to retrieve the report to view and modify information.

How do I change my default speed chart number listed in my profile?

Contact the Travel Administrator at travel@kennesaw.edu . Include 'Add SpeedChart' in the subject line of your email.

Travel Management System (TMS) FAQ's

How do I allocate an expense to another department?

With the expense report open, click on Allocations in the Details drop down box. Click the check box in front of the expenses to be allocated. Click on Allocate Selected Expenses. (See TMS Job Aid [5.05 Allocate Expenses](#))

How do I view my faxed receipts in my expense report?

Fax receipts are saved at the report level. To view, click the **Receipts** button and then **View Receipts** option.

How do I fax additional receipts after I have already faxed some?

You may fax the additional receipts using the same cover page as before. The newly faxed receipts will be appended to the receipts faxed earlier.

How do I set up Concur on my Smart Phone?

From your User Profile select Mobile Registration from toolbar. Or from the Settings bar on the left, go to Other Settings-Mobile Registration. This page will guide you through setting up your mobile phone to access the Travel Management System. (also see [TMS Job Aids](#) 7.00-7.04 Mobile TMS)