Hello all,

Please see below for the March 2019 newsletter items. There are a lot of items pertaining to travel. Please reach out if you have any questions.

1. **Travel updates taking effect 3/1/19**
   a. New after-hours services, which will include features such as online chats and hold time messaging. Information on accessing these services will be on airfare itineraries
   b. An OSU Travel app is currently in the works and will provide more streamlined information. The app will be taking the place of the CTP key tags/cards, which can be destroyed as they will soon be inaccurate.
   c. **Service Fee changes:**
      i. Online service fee (except Southwest) decreasing from $6.30 to $5.00
      ii. Online service fee for Southwest decreasing from $6.30 to $5.75
      iii. Agent Assist international service fee decreasing from $22.50 to $18.00

2. Traveling with personal time since the CTP travel initiative: We have recently gotten additional guidance from the travel office regarding this type of travel. **Per the OSU Travel office, OSU travelers are responsible for obtaining a business travel only airfare cost comparison and sending this documentation to their travel administrator so it can be recorded in eTravel.** Due to fluctuating flight prices and the lag that can occur between eTravel approval and airfare booking, additional cost comparisons must be pulled by the traveler on the date they are actually booking their flights with CTP or online with concur. If the trip with personal travel is less expensive than business only travel, then flights can be booked. If the trip with personal time is more expensive than business only travel, please see below for payment options:

   a. **Reimbursement:** Travelers can pay for the entire cost of the flight using a personal credit card and get the business comparison rate reimbursed following the trip. **CTP/concur must still be used to complete this payment.** You can set up a personal credit card in your concur profile to pay online or call a CTP agent to book the flights. Instructions on how to complete your concur profile and add a credit card are attached. This way is recommended if your travel is particularly complex.
   b. **Split payment:** Certain airline carriers (Delta, United and American) can allow split payments, so the University is only charged for expenses related to business travel and the traveler’s credit card is charged for expenses related to adding additional travel time. Travelers must **call a CTP agent to have payments split**, this cannot be done online. The traveler is responsible for pulling a business cost comparison and communicating the split to a CTP agent on the day they call. Send all documentation (cost comp, receipts showing the split payment, etc.) to your travel admin once completed
   c. **Repayment to OSU:** Travelers can call CTP or book a flights through concur and then write a personal check to the OSU travel office to repay the difference between the actual cost of travel and the business cost comparison within 7 business days of booking the flights.
3. **Summer Grad Appointments:** Please have all information about summer graduate appointments organized and submitted to your fiscal or HR contact no later than **Monday, March 18, 2019.**

4. **Nominations for the 2019 Above and Beyond Awards:** The intent of the Above and Beyond Awards is to provide a mechanism for Engineering staff members to be recognized for outstanding performance in support of the college’s mission and university core values as they go above and beyond in carrying out their duties. All nominees will be recognized and award winners will be announced at the **Staff Appreciation Luncheon** on **May 2nd, 2019.** All nominations are due by Wednesday, March 20\textsuperscript{nd} at 5:00 p.m. Please use the following links to learn more about each award and submit your nomination(s). Any questions about the awards or the nomination process can be sent to eng-esac@osu.edu.

   a. **Inclusive Excellence**
   b. **Exemplary Support or Advancement of Research**
   c. **Exemplary Team Performance or Service**
   d. **Outstanding Service**
   e. **Outstanding Service to Students**

Happy Friday!
Sarah

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**THE OHIO STATE UNIVERSITY**

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Completing Your Profile in Concur

Prior to being assigned as a Travel Assistant, or booking a trip you must complete your Concur Profile.

1. Navigate to the Concur tool via the OSU Travel website (busfin.osu.edu/buy-schedule-travel/travel)
   • Select “Book Travel Online”
   • You will then be prompted to enter your OSU login credentials, this is your name.# and associated password.

   ![Login Required](image1)

   • After logging in you will receive a popup with important information to remember.
   • Read the dialog box and then select “Ok”

   ![Login Warning](image2)
2. Access your profile information by following the path below:
   - Select Profile > Profile Settings > Personal Information

3. Complete each section of your profile, then select “save” at the bottom of the page.

   The remainder of this guide will look at each profile section in detail, highlighting important fields and information.

**Name:**

Verify that this information appears as it does on the photo ID with which you will be traveling, and update as necessary.

**Company Information:**

Verify that your employee ID is correct. If errors are found email the Travel Office (travel@osu.edu) before booking your trip.
Work Address:

Enter your work address.

Home Address:

Enter your home address

Contact Information:

Enter your contact information.

**Important:** The “Work Phone” field is the phone number that the airline will call in the event of a flight change/delay/cancellation. It is highly recommended that the number listed in this box be your primary phone number.
Email Addresses:

This section is where you can list the email addresses to receive Concur notifications.

If you have multiple Travel Assistants who should receive all of your notifications, ensure that their email addresses are listed in this section. Select “[+] Add an email address” for each additional email address.

Emergency Contact:

Enter your Emergency Contact information.

Travel Preferences:

This section allows you to set default travel preferences for Air Travel, Hotels, Car Rentals, and add travel rewards programs to your profile. See the Travel Policy for important stipulations regarding the use of travel rewards programs.

Lastly, this section also contains information required by the TSA in order to purchase your airfare. If you have a TSA PreCheck number you may provide it here.
International Travel: Passports and Visas:

If applicable, Passport and Visa information may be added to this section.

Assistants and Travel Arrangers:

This section is where you can assign a Travel Assistant/Arranger. Select “[+] Add an Assistant” for each assistant you wish to assign.

Detailed instructions and important notes can be found in the job aid titled “Assigning a Travel Assistant,” located at busfin.osu.edu/buy-schedule-travel/travel.

Credit Cards:

If you wish to use the booking tool to hold hotel reservations or car rentals, you will need to enter a credit card into your profile.

If you have any questions, or need further assistance please contact the Travel Office at 614-292-9290 or travel@osu.edu.