

Travel Best Practices

Caltech

Best Practices

All travelers should use the Pcard for their travel related expenses. This reduces out of pocket expenses, rush processing requests and has better tracking capabilities.

Travelers should enter their frequent flyer and hotel memberships in their profile and link to member partners in Concur.

Enable e-receipts:

This allows vendors to electronically send a receipt directly to the travelers profile and reduces lost receipts.



Booking in the CardQuest Portal

Competitive Fee Structure

- Significantly lower booking fees / **No fees for car or hotel bookings.** Lower than airline booking fees.

Duty of Care

-In the event of an emergency, CTP will pull a report that includes all Caltech travelers affected by the emergency and will proactively contact them as needed.

Contract Savings

Caltech's negotiated rates and CTP's 70,000 discounted hotel rates are available within Concur and with our full service agents. **More spend = more leverage for even better discounts.**

Policy Compliance

-Policy is built in to CardQuest portal including, Fly America, Open Skies and City Pairs and eliminates the need for waivers to be filled out or additional documentation.

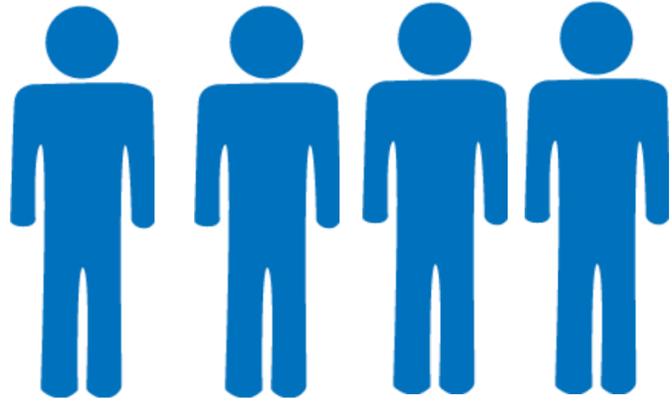
Direct Connect

-Access to direct connect content (fares) - i.e. Southwest Airlines web fares. This is not available on any other website.

Unused Ticket Management

-We track, manage, and fulfill unused tickets and offer assistance to work with airlines to change non-transferrable tickets to another traveler.

How to book with CTP



Domestic & International
Agents

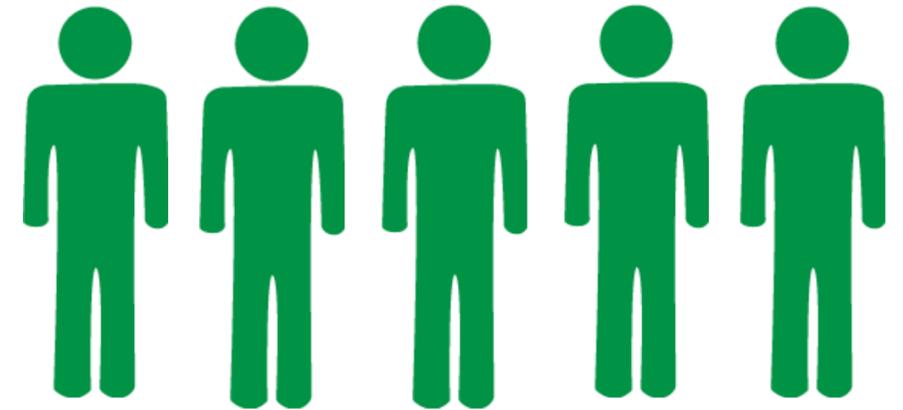
Hours

M-F 8am-5pm PST

Agent Assist

844-688-7601 (toll free)

E-mail: caltech@ctp-travel.com



CTP Online Help Desk

Hours

M-F 8am-5pm PST

Online Assistance

877-727-5188 (toll free)

E-mail: online@ctp-travel.com

Other Best Practices

Assign and submit all cash advances

No later than 30 days after the end of a trip.

This helps to ensure that ptas are charged in a timely manner and complies with federal research guidelines and IRS Accountable Plan.)

Attaching receipts

Receipts should be attached individually to each line. If there are several receipts on one sheet of paper that is fine. Travelers do not have to attach the same receipts on every line. This will increase the size of the report from 10 to 100 extra pages of documentation.

Required Receipts

Travel receipts are not required for amounts under \$75.00 unless they are for airfare, lodging, registration or auto rental or unless your department requires them.

Proper vendor identification

Expedia, Orbitz and Travelocity are not airline carriers they are agencies and should be coded as such.

Reduced per diem

Please indicate the rate you are using for per diem in your comments.

Most Common Errors

Not booking federal foreign travel in the portal and not attaching proper documentation

Not including a travelers signature (if a report is not created in the traveler's profile)

Incorrect traveler entered on the travel report

Not itemizing liquor expenses as unallocable

Not including complete airline documentation including flight dates/times and carrier detail

Cannot charge economy plus on a federal

Additional insurance purchased either for auto or airfare is not reimbursable

Not using the system to calculate per diem and not including the calculation details when self calculating or using incorrect per diem rates

Most Common Errors (cont'd.)

Mixing per diem and meals actual on the same report, needs to be one or the other unless it is a meal with attendees

Relocation expenses, cannot be paid on the Pcard or expensed in CardQuest. Moving and relocation expenses are subject to tax reporting and need to be submitted on a payment request in Techmart

Not checking the medical exception box for flyers requiring medically necessary flight upgrades

Not including division level approval for business, first class domestic air, or first class foreign air

Not checking the wire box on the header if a wire is needed

Consultant travel cannot be processed in CardQuest. All consultants should include travel expenses on an invoice which should be processed through Purchasing

Incorrect deposit form is used for reimbursements and Sponsor refunds

Incorrect trip dates entered in the header

Personal Expenses and Refunds

Personal purchase and sponsor refunds need to be dropped off in the drop box in Keith Spalding next to the ATM. A copy of the deposit slip should be attached to the report in CardQuest.

If the Pcard is used in error for a Goods & Services purchase, use the expense type of “Personal Expense”, attach the personal purchase form and a copy of the deposit slip.

If the purchase is for travel, check the box on the expense line for personal purchase do not reimburse. That personal purchase amount will deduct from any funds due to the traveler.

Sponsor Refunds

If funds are due to a traveler on a report do not enter a sponsor refund on the same report unless the traveler has kept those funds. When you enter the negative line on the report it will deduct anything due to the traveler.

If the traveler is due funds or if the sponsor refund has been received after you have submitted the report, enter the refund on a report by itself. That way a negative amount will feed in to Oracle and the refund check can be applied.

Please be sure to use the correct deposit form for sponsor refunds and attach a copy of the deposit slip to the report.