CardQuest

Traveler FAQs

1. **What if I cancel a ticket?**
   If you booked through Concur, Corporate Travel Planners, Inc. (CTP) –Caltech's Travel Agency-
   will keep track of all your credits, when applicable.

2. **Do I need to submit original paper receipts?**
   Yes, hard copies of receipts are still required to be sent to P-Card & Travel Services for audit
   purposes. These receipts will be retained for 1 years past the current fiscal per the requirements
   of FAR policy. Special envelopes will be provided for mailing the receipts to the P-Card & Travel
   Services department.

3. **Is there a reconciliation deadline for Travel?**
   No transactions do not have to be submitted by a certain deadline for Travel Expense reports,
   however expenses must be placed on a travel expense report and **allocated** by the
   reconciliation deadline. Reminder e-mails will be sent out prior to reconciliation day.

4. **How do I log in to CardQuest?**
   There will be a link in access.caltech.edu. You will enter your access ID with @altech.edu and
   you access password.

5. **What is the travel report naming convention?**
   Last name of traveler, dates of trip and destination (32 character limit)
   Example: *Smith, Apr 1-4, 2014, Pasadena.*

6. **Will someone be able to create my expense report on my behalf?**
   Yes, you can assign a delegate to create an expense report and make online travel reservations
   on your behalf using the travel portal.

7. **What is Receipt Store?**
   Receipt Store allows the user to upload images of receipts/invoices to attach to the report.

8. **What is an international transaction fee?**
   This is a fee charged from the bank for converting foreign funds: it is either 1% or .8%

9. **What do I do when my card is declined?**
   Contact a P-Card Administrator or contact U.S. Bank directly at 800-344-5696.

10. **Can I have a trip moved?**
    No- we can no longer move trips.

11. **Can a trip be reopened?**
    No, we cannot reopen trips.

12. **Is there a mobile app?**
    Yes, Concur for mobile is available for iPhone, Android and Blackberry devices.

13. **Will I be able to choose my favorite airline?**
    Yes.

14. **Will I be able to store frequent flyer card information?**
    Yes, this is done in the employee profile in Concur.

15. **If I let someone edit my profile, will they see my cc information?**
    Only the last 4 digits of credit cards will be displayed.

16. **What if my travel was not booked within Concur? Will I still be able to get a reimbursement?**
    Yes, but all reimbursements must be made by submitting an expense report in Concur. However, by not booking through Concur you will lose some of the efficiencies the systems provides.

17. **Can I approve my own request and expense reports?**
    No

18. **Will I have access to make reservations with all airlines, rental cars, and hotels?**
    Yes. CardQuest offers the same inventory (Global Distribution System) as all of the airlines, rental cars, hotels and other travel agencies or travels systems offer. The advantage that CardQuest offers is they partner with JetBlue and Southwest Airlines as well as some parking lots and private car/taxi services so their inventory is more complete than any others. It is truly a one stop service which should reduce the time spent finding the best travel arrangements.

19. **Can I book personal trips through CardQuest?**
    No, only business trips can be booked through CardQuest. If you are combining personal with a business trip, that is okay. If you want to book a personal trip please visit Caltech's Travel page which will have a link to Rennert Travel, CTP's leisure travel department.

20. What does this icon mean?

Icons	What does it mean?
	Report has comments
	Report has exception which needs to be cleared
	PTAE has been assigned
	Receipt image is missing
	Receipt is attached
	Attendee information is attached
	P-Card transaction (may have additional data)