Georgia Tech Travel
Direct Billing Process for Airfare

June 2014
Revised Forms for Direct Billing of Airfare

What has changed?

- Revised Request for Direct Billing Form for Employees
  - New Form Name: Request for *Recurring* Direct Billing of Airfare for Employees

- Replaced Travel Authorization for Non-Employees with new form that is for single-trip direct billing authorization for non-employees, as well as employees that do not frequently travel and only need authorization for a single trip.
  - New Form Name: Request for *Single-Trip* Direct Billing of Airfare
New Streamlined Processes for Direct Billing of Airfare

- Recurring authorization for employees that travel frequently (2+ times/year) and employees that want to use Concur for web booking of travel
  - Revised form
  - Current employees authorized for direct billing do not need to complete a new form
  - The form is completed only once and authorization remains active until the department requests

- Single-trip authorization for employees, students, and official visitors.
  - New request form completed for each trip
  - Form is routed directly to Travel Incorporated
  - Approved forms are returned to Accounts Payable and automatically scanned into WebNow
REQUEST FOR RECURRING DIRECT BILLING OF AIRFARE FOR EMPLOYEES

Dept # ______________________

Purpose: This form is used for employees that anticipate the need for periodic direct billing of airfare. Authorization will enable the direct billing option through a Travel Inc agent or the Concur web booking tool. This form should be completed after an E-Profile has been established with Travel Inc. Employees should use the Request for Single-Trip Direct Billing for one-time travel use only.

For E-Profile instructions, please go to http://www.procurement.gatech.edu/travel

☐ New Request ☐ Update Existing Profile ☐ Termination

Effective Date: _______ (Change in Project, E-mail, Dept) Effective Date: _______

Employee Information

Employee Name (Last, First, Middle) ______________________
(The name must match the government issued photo ID for TSA security requirements)

Employee ID# ______________________ (Not GT ID)

I understand that direct billing is authorized only for allowable, official travel supporting Georgia Tech business

Employee signature: ______________________
Process Flow - Recurring

1. Employee completes Travel Inc e-Profile

2. Traveler submits *Request for Recurring Direct Billing Form* to the Georgia Tech Travel Team via e-mail attachment to travel.ask@business.gatech.edu

3. Georgia Tech Travel Team authorizes employee for direct billing through a Travel Inc agent and Concur. Authorization remains in effect for all future trips
Request for Single-Trip Billing

**Purpose:** This form is used for single-trip direct billing authorization of airfare for official visitors and employees. Employees that frequently travel should use the Employee Recurring-Travel Direct Billing of Airfare Request Form, which is submitted only once and allows for reservations in Concur, as well as through a Travel Inc agent.

**TRAVELER INFO**

- **Traveler's Name:**
  
  (Last name)  (First Name)  (Middle Initial)

  *(The name MUST match the government issued ID for TSA security requirements)*

- **Traveler's Phone#:**  **Traveler's Email:**

- **Primary Purpose of Trip:**

  *Note: Relocation and House-hunting trips cannot be directly billed to GT. Travelers should seek reimbursement through Payroll.*

- **Origin/Destination of Trip:**

- **Date(s) of Travel:**  **Record Locator#:**  
  
  *(optional)*

- **Notes for Agent:**

---

**Georgia Tech**

REQUEST FOR SINGLE-TRIP DIRECT BILLING OF AIRFARE

Campus Reference #: 

---

6
Process Flow-Single Trip

1. Campus Financial Approver completes *Request for Single Trip Direct Billing Form* and sends directly to gatech@travelinc.com as email attachment.

2. Travel Incorporated reviews form and works with campus requestor to make reservations. E-Itinerary is sent to traveler and department approver.

3. Travel Incorporated sends a copy of the Request for Single Trip Direct Billing to Georgia Tech Travel Team and request is scanned into WebNow database.
   - Georgia Tech Travel Team processes payments to AirPlus (Georgia Tech’s credit card for airfare direct billing) and posts transactions to institute ledgers.
Important: Subject Line Format for emails to Travel Inc

• Requests will be automatically indexed in WebNow, if the following format is used for the subject line in the email:
• GTAIR_campusref#_TravelerLastName, TravelerFirstName

![Email Example]

Please process the following single-trip reservation for candidate, Dr. Jane Visitor.

Thanks,
Sharon

Sharon Love Jackson, MBA CAAP
Director, Travel and Accounts Payable
Procurement and Business Services
Georgia Tech
711 Marietta Street
Atlanta, GA 30332-0253
404-894-0348
www.procurement.gatech.edu
Travel Inc e-Profile

• Quick and easy web form through Travel Inc
• This provides traveler information required for making travel reservations, as well as compliance with TSA required data
• Traveler preferences, memberships, and frequent traveler accounts are loaded into the profile once for use on all future trips.
• Once the traveler has an e-Profile with Travel Incorporated, they automatically have access to Concur for web booking
• ‘How to Set-Up an e-Profile’ instructions, on the Travel website:  http://www.procurement.gatech.edu/travel
• Not sure if your traveler already has an e-Profile? Contact Travel Inc at gatech@travelinc.com
Georgia Tech’s Travel Management Company

- Contracted travel agency services for Georgia Tech (10+ years) and the State of Georgia. All GT contracts and special pricing agreements loaded into their reservation systems
- Agent reservations for employees, visitors and students 24/7
- Provides Concur web booking tool for employees
- Traveler locator report provides ‘Duty of Care’ for GT travelers in case of incident or weather event that impacts our travelers
- Management reporting for colleges
- QA system for upgrades, seat assignments
- Ability to manage unused e-tickets via notice in profile
Travel Inc: GT’s Contracted Travel Agency

Traditional Agent Services
• Reservations for employees, students, official visitors
• 770-291-5190 (Reservations and Assistance with Tickets)
• gatech@travelinc.com dedicated customer service
• Dedicated GT agents
• 8:30am-5:30pm M-F
• After hours support available

Web Booking: Concur
• Available for active employees
• Secure access
• Available 24/7
• Support agents are available to coach through reservation tool
Transaction Fees

- Concur web booking: airfare, hotel, rental car
  - Web booking: hotel, rental car only
  - Agent-assisted on-line booking (special requests, freq flyer upgrades)
- Traditional agent booking of airfare, hotel, rental car by phone

- $9.50
- $7
- $17
- $23 Domestic
- $34 Intn’l
Travel Terms

• **Direct Billing:** Process for charging airfare directly to GT through Travel Inc. Hotels and rental cars can not be directly billed for employees. Hotels can be directly billed for official visitors.

• **Concur:** The web tool used for booking airfare, hotels, rental cars. Concur is provided and maintained by Travel Inc.

• **AirPlus:** The central bill ghost card program that is used to directly bill airfare by Travel Inc to Georgia Tech. Transactions for non-employees will post to financial ledgers as ‘AirPlus’. Transactions for employees will post to ledgers with the employee’s name.
Resources

• Sharon Jackson, Director of Accounts Payable and Travel
  • 404-894-0348

• Liz Marshall, T&E Supervisor
  • 404-894-5375
  • Travel.ask@business.gatech.edu

• Erin Drachman, Travel Incorporated Account Manager
  • 770-291-5160
  • Erin.drachman@travelinc.com

• Travel Incorporated Agents for Reservations
  • 770-291-5190
  • gatech@travelinc.com

• Georgia Tech Travel Website: Forms, Policies, Resources
  • http://www.procurement.gatech.edu/travel