Concur How-to: Booking Non-Employee Trips [1]

In response to the coronavirus (COVID-19) and effective March 12, 2020, all domestic and international travel requires pre-approval.

You can book travel for non-employees using the Concur Travel & Expense System (Concur) or you can enable them to book their own travel through Christopherson Business Travel (CBT).

Alternately, non-employees can make their own travel arrangements and work with the sponsor department to request reimbursement [2].

Note: When working with an Independent Contractor according to the Scope of Work (SOW) process [3], all costs (including any travel expenses) must be identified on the SOW form and covered using the same procurement method as the service payment.

Book travel on behalf of the non-employee using Concur

If you’re a travel arranger, you can use the Concur to book travel for a guest. There is no service fee when booking airfare in Concur.

Read the procedures

1. From your Concur home page, use the Trip Search box to select Book for a guest
2. Trip Search now reflects that you are “Booking for a guest”.

3. Enter the trip information.

You can restrict your flight search by changing the dropdowns for your depart and return. If you want to search for a rental car or a hotel after your flight search, check the boxes for Pick-up/Drop-off car at airport and/or Find a Hotel. Or you can use the designated tabs, later, to book a car or lodging. This only creates a reservation. The non-employee
will need to provide a method of payment at the time of check-in/pick-up.
The Search by dropdown defaults to sort by Schedule. You can change to sort by Fares first -- or you can keep the Schedule default and compare fares later.

4. Click Search and wait for your results to fully load.
5. You can use the controls on the left to tweak your search. Use the matrix at the top of your screen to narrow down results.
6. Click Select next to each flight you wish to book. Now you’re able to see the price.
7. Click on the fare to proceed with booking your flights. You’ll be taken to the Review and Reserve Flight page.
8. Review Flights: Verify flight details are correct. If you decide to change your flights, click the Back button at the bottom of the page.
9. Enter Traveler Information: You’ll need the guest traveler’s information, including legal name, date of birth, and gender. Be sure the traveler provides their legal name as it appears on their photo identification. They may be denied gate passage if their identification does not match the name on their ticket.

10. Select a Method of Payment: This defaults to CU BTA Card, the appropriate payment method for non-employee travel.

11. When you’re ready to proceed, click Reserve Flight and Continue.
12. You’ll be taken to the Travel Details page. Verify the details are correct, then click Next.
13. You may see a reminder if you haven’t booked a car or hotel reservation for your trip. Click Cancel if you want to go back and add a car and/or hotel to this search. Click OK to continue with your present itinerary.
On the Trip Booking Information page, enter the SpeedType you want to use to cover the ticket costs and indicate whether or not the trip is grant funded.

Click Next.

Review the Trip Confirmation page, then click Purchase Ticket.

Upon successful ticketing, the trip will display in Upcoming Trips and will show the non-employee’s name. A copy of the booking will automatically be sent to your supervisor, as well as any designated travel arrangers. A copy of the itinerary will also be sent to the traveler’s email address, as entered in the Traveler Information section.

Once travel is complete, you can reconcile these travel expenses and request reimbursement of the traveler’s other travel-related expenses following the non-employee reimbursement procedures.

Complete a form allowing the non-employee to book their own travel using CBT

With department approval, a non-employee can arrange their own travel by contacting a CBT agent using the non-employee travel request form. When you book airfare through CBT, a $20 service fee will apply.

Read the Procedures

1. Before you fill out the Non-Employee Travel Request form, you will need to collect some information: SpeedType, full traveler name, email address, birth date, gender, and contact phone number.
2. Access the Non-Employee Travel Request form.
3. Complete the required information: Department Requestor Contact Information, Custom Request Information, and Traveler Information. (If using grant funds, Christopherson will share your justification with your campus sponsored project office.)
4. Indicate whether you prefer to have Christopherson contact you (the Department Requestor) or the Traveler to book the trip.
5. Review the optional Air Request, Car Request, Hotel Request, and Additional Comments sections.
6. Include any additional comments you feel appropriate. To submit the form to Christopherson Business Travel, click SUBMIT. A travel agent from Christopherson will contact the appropriate person (you or the non-employee traveler).

Authorize the non-employee to book travel and request reimbursement

Non-employees can make their own travel arrangements. They do not need comparison quotes from CBT in order to purchase their own airline tickets.

There are two ways to reimburse a non-employee: through Concur and through the Non-Employee Reimbursement-International (NRI) form. See Reconciling Non-Employee Travel.