Updates:

“Big Win” in new agreement with World Travel - Reduced fees for booking travel

Coming soon - automated ticketing, international agent joining our WT team, improved group ticketing

<table>
<thead>
<tr>
<th>REDUCED FEES 4-1-16</th>
<th>World Travel Booking Fees</th>
<th>NEW</th>
<th>Old</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Airfare – Concur online</td>
<td>$3.00</td>
<td>$8.00</td>
</tr>
<tr>
<td></td>
<td>Airfare – Agent</td>
<td>$24.00</td>
<td>$39.00</td>
</tr>
<tr>
<td></td>
<td>Agent assist (to online booking)</td>
<td>$21.00</td>
<td>$25.00</td>
</tr>
<tr>
<td></td>
<td>Car/Hotel</td>
<td>$0.00</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

CONCUR NEWS – Now and Coming Soon

- Fly America icon (the shield with check mark now shows during search - indicating that a flight meets Fly America requirements.

- Rail booking in Concur will soon look like Air booking, with all detailed information.
- Hotel suggestions will appear based on your past booking behavior, as well as that of your colleagues
- Additional streamlining will be put in place to reduce number of clicks to book travel

PASSPORTS

- Give extra time for passport renewal due to overwhelming demand the next 12–18 months.
- Your passport should:
  - Be valid for at least 6 months after your scheduled return
  - Show no signs of damage, including crinkling, water damage or tearing
  - Have plenty of empty pages (in case of rerouted flights, political unrest or other unexpected incidents)
**Quick Tips & Tricks:**

| Update your Concur profile | • Is your Travel approver still correct?  
|                           | • Is your cell phone listed, in case you are away from Penn?  
|                           | • Do you have your TSA info filled out – birthdate and gender?  
|                           | • Are credit card expiration dates current?  
|                           | • Make sure to register for eReceipts  
| Who do I call?            | Need help while traveling?  
|                           | • Carry the Penn Travel Services emergency card in your wallet, handbag, backpack, suitcase, or computer bag. It has contact information – phone and email – both for domestic and internal travel. (Contact [travel@exchange.upenn.edu](mailto:travel@exchange.upenn.edu) for additional cards)  
|                           | • Refer to the Penn TEM website at [www.upenn.edu/penntravel](http://www.upenn.edu/penntravel)  
|                           |   o Domestic Travel (box at bottom of front page) – excellent info on who to call based on type of situation or emergency  
|                           |   o International Travel (box at bottom of front page) or Penn Global website ([global.upenn.edu/gss](http://global.upenn.edu/gss))  
| Unused Tickets            | If a ticket was purchased in Concur or with a World Travel agent, and it was not used, the value is available for future travel within 12 months (unless it was a special deep discounted ticket). To book a flight using the value of that unused ticket:  
|                           |   1. Call or email World Travel with the new itinerary request, and state that you have an unused ticket  
|                           |   2. The World Travel agent will access your old ticket, and will use it towards your new ticket. (Due to airline guidelines, in some cases tickets may be restricted in their use. World Travel will notify you if they encounter this situation.) Note: The airlines charge a $200 fee domestic or $300 international to use an old ticket for a new flight.  
| Book Hotels and Car Rentals in Concur | No fee and discounted rates are often available due to our Penn negotiated agreements and the buying power of World Travel. |
Share the information below with others who would benefit from receiving these news and notes.

To join the listserv for News and Notes on Concur Travel and Expense,
Email: listserv@lists.upenn.edu
Enter in the body of the email: Join Concurinfo
(Leave subject line empty)

Hilary Easley
Director
Travel and Expense Program Manager
University of Pennsylvania
215-746-4400
easleyh@upenn.edu

Ron Cartieri
Travel Services Coordinator
University of Pennsylvania
215-746-1404
cartieri@upenn.edu