

Question and Answer

- 1) Is there any help from Travel Services on weekends?

Unfortunately, Travel Services operates Monday thru Friday from 8:00 -5:00 pm. There are no weekend hours. They have experienced intermittent problems with after-hours ticketing and currently have one of the staff working a flex schedule to double-check all bookings late in the evening to make certain all reservations have been ticketed. Errors in the reservation that need resolving before the reservation can be ticketed will be dealt with the following morning when the Travel Services office opens at 8:00 am.

Please remember airline transactions can be voided within 24 hours of ticketing. For bookings on Fridays, the 24 hour period actually extends to Monday.

Clickbook does provide another itinerary three (3) days prior to departure.

- 2) Is it required to provide a Social Security Number for travelers?

The Social Security Number is required on the VISIT form ONLY for income payments to individuals who do not qualify for Tax Treaty usage. We have created a new VISIT form for TRAVEL USE ONLY and it can be found at our Web site http://www.la.psu.edu/CLA-Deans_Area/finance_office.shtml located under **Travel Forms** titled [Visitor's Information Sheet \(Travel Only\)](#).

- 3) How do we remove past trips to prevent overlapping itineraries?

Delete Trip from Trip List:

1. In My Concur on the **Travel** menu, select **Home**
2. In the Company News section select the **Remove Trips** tab.
3. Select trip to be removed and click the **Remove Selected Trips** button.

- 4) When using a name that is hyphenated or spaced, do you run them together, space them? Same for the name of a restaurant spaced or not?

No, use the hyphen. The reason is when we search by individual, the search engine locates the individual by last name. Example: Carmella Degenhart-Mulroy – search engine looks for Mulroy and comes up as Mulroy-Degenhart, Carmella.

As for the restaurant, examples would be Pizza Hut. The proper way would be PizzaHut.

- 5) How do you name a group meal/meeting expense report when there is more than one receipt for the same day but different locations for the same group meal/meeting event?

Since there are only 41 characters in this field, the best way to do this would be:

Example – Sonia Stover ran to Wal-Mart, Giant, and Wegmans for miscellaneous supplies and food for a dinner provided at a faculty member's home for a recruitment candidate.

Title of ERS report should be: Stover,S;3/8/10;Vendors