

Infectious Diseases Resources

World Travel/BMC Concur

Purpose: The purpose of this page is to provide guidance to end users on how to register with BMC World Travel/Concur and book airline travel on BMC research and non-research funding sources/accounts. These instructions are for Boston Medical Center travel only. ****Please note:** there is a separate process for BU related travel.

A. World Travel Registration:

- a. BMC employees and BU Faculty are required to register with World Travel/Concur prior to booking a flight using BMC funding sources/accounts. You must register using your BMC email.
 - i. If you've already registered with World Travel/Concur, please skip to **step B**.
- b. Here is the link to register for World Travel/Concur:
https://www.concursolutions.com/registration/register_form.asp?regcode=bostonmed123
 - i. **Please note:** This registration process is separate from the BU Concur travel site. BU and BMC are two separate entities with separate agreements with Concur.
- c. Once you've completed the registration form, your request will go into '*pending*' status.
 - i. If you do not receive a confirmation from World Travel/Concur within 48 hours, please log in to your account to double check your status.
 - ii. If your status is still '*pending*', please contact the **Concur Online Travel Support** at 800-221-4730 or onlinehelp@worldtravelinc.com to follow-up.
- d. After your registration is updated to '*approved*', you can proceed with booking airline travel through World Travel/Concur.

B. Timeline:

- a. Our recommendation is that you book your flights as **far in advance as possible**. This will allow time for any administrative hiccups that may occur, as well as providing you with the best price possible.
- b. If your travel takes place within 48 hours, please call the World Travel/Concur agency directly.
- c. If your travel takes place within 24 hours, we suggest you purchase the travel with a personal credit card and request reimbursement after the travel takes place. (*Infectious Diseases Resources - Reimbursements*).

C. Booking Airline Travel:

- a. Prior to booking travel, you must obtain approval from the appropriate personnel (Chief/AD for departmental accounts or PI/Grant Manager for research accounts). As part of this approval, you must receive confirmation of the **BMC Posting Project Number** that the travel will be charged to.
 - i. **Please note:** World Travel/Concur is restricted for BMC funding sources. Examples of these funding sources include, BMC research grants (i.e. 1.10201100. 43xxxxxxx) and Section Accounts (3.3191800x.319xxxxxx)

- b. The first step after approval of your account registration, end users must complete their profile following this link:
https://www.concursolutions.com/registration/register_form.asp?regcode=bostonmed123.
 - i. Within your profile you can:
 - 1. Store frequent flyer numbers
 - 2. Select seat preferences
 - 3. Other pertinent travel information relating to you
 - 4. Delegate others to book travel on your behalf
- c. Airline travel can be booked online at www.concursolutions.com or by calling the agency at 888-874-6700.
- d. Agents are available to help with complicated travel (transatlantic, transpacific, multiple stops). If you need further assistance, reach out to the agents at 888-874-6700.
 - i. If you speak to an agent to book your travel, you will need to provide the posting project number over the phone (BMC research grants (i.e. 1.10201100. 43xxxxxxx) and Section Accounts (3.3191800x.319xxxxxx))
- e. Once you submit your request to World Travel/Concur, your request will go into 'confirmed' status. At this time, the agency will confirm the information with the airline directly. Your reservation is **not final** when in 'confirmed' status.
- f. Once the agency receives confirmation from the airline that your flight is booked, your request will change to 'ticketed' status. Your reservation is considered **final** once in 'ticketed' status.
 - i. If your request has not changed from 'confirmed' to 'ticketed' within 48 hours, please contact the **Boston Medical Healthcare Systems Travel Agent Team** at 888-874-6700 or BMCHS@worldtravelinc.com to follow-up.
- g. If you are booking flights on a research grant, you must follow these additional guidelines:
 - i. **First class** and **business class** are not permitted.
 - ii. Please keep **copies** of all boarding passes (phone screen shots are OK).
 - iii. Foreign travel requires that your Grant Manager notify Research Finance in **advance** of your travel.
 - iv. Travelers must abide by the **Fly America Act**. More information about this policy can be found here: <https://www.gsa.gov/policy-regulations/policy/travel-management-policy/fly-america-act>
 - v. Travelers must comply with the **Export Controls Policy**:
<https://bostonmedicalcenter.policytech.com/dotNet/documents/?docid=5040>

D. Airfare Expense Allocation:

- a. After your airfare has been approved and ticketed by the World Travel/Concur Agency, the expense information will be transmitted to your profile within the **BMC Chrome River software**.
 - i. Please note: You will see two requisitions come through your Chrome River profile.
 - 1. The first is your *confirmation* to book airfare
 - 2. The second is the *ticketed/confirmed* of your booked flight. This requisition will also include a small service fee (usually between \$5-\$15).
 - ii. **Please ignore the first requisition (i.e. confirmation) in Chrome River!**
- b. You are required to allocate the second expense (which includes the service fee) to the appropriate BMC posting project number. The BMC posting project number must match what was provided to you in **step B.a.** by the section AD or Grant Manager.
- c. Employees must upload their flight itinerary to the Chrome River requisition.
- d. Employees must mark the expense as 'Company Paid' within Chrome River.

E. Additional Contact Information:

Boston Medical Healthcare Systems Travel Agent Team

Designated Toll-free Number: 888-874-6700

Calling from outside the United States: 484-948-2202

Email: BMCHS@worldtravelinc.com

Agents Available 8:00am – 6:00pm EST, Monday – Friday

After-hours, calls automatically forward to the emergency after-hours service center. Service is available 24/7.

Concur Online Travel Support

Book travel at concurolutions.com

Toll Free Number: 800-221-4730

Email (for technical help): onlinehelp@worldtravelinc.com

Helpdesk Available: 8:00am-8:00pm EST, Monday-Friday