



# Lehigh Travel FAQs

The University's managed travel program has partnered with Collegiate Travel Planners (CTP) and is designed to meet the travel needs of individuals who travel on official University business. Booking through Concur/CTP allows the University to exercise a strong duty of care, which includes the benefit of quickly locating and assisting traveling employees in times of emergency.

The travel program works to:

- Facilitate a safe and efficient travel experience for faculty, staff, students and guests
- Support travelers in navigating and applying required policies and processes
- Develop and maintain strategic partnerships with valued partners for negotiated rates and offerings that reduce the overall cost of travel

## WHERE DO I REGISTER FOR CONCUR/CTP?

To sign up to use Concur and CTP, there is a short training, a DocuSign and your Concur registration, found [here](#). Once that is completed and approved you will be able to [login](#).

## DO I HAVE TO USE CONCUR/CTP?

If traveling **internationally**, it is **mandated** by the Provost Office that you must arrange **AIR** travel through Concur/CTP. For **domestic** travel it is **not required** but is highly recommended. We always suggest using an agent when booking international travel or complex multi-leg trips. **Hotels** are **not required** to be booked through Concur/CTP.

Concur is also **required** for or when booking student or group travel. Students can sign up to use Concur/CTP or you may also arrange travel for them. It is also recommended to have students arrange travel on an arrangers/managers/departments OneCard so the student is not incurring the charge.

## CAN I BOOK BASIC ECONOMY?

Lehigh University travel policy **STRONGLY DISCOURAGES** the purchase of Basic Economy Fares due to the following restrictions:

- Cancellations/changes are not permitted
- Carry on luggage is not permitted
- Seat assignments not available until check-in
- Upgrades are not permitted

Travelers must understand the risks involved in purchasing a Basic Economy Fare. You will not be able to receive assistance from CTP or Purchasing Services if you need to change or cancel the reservation, as neither is permitted with Basic Economy fares. If you need to purchase another ticket, there is generally no option to obtain a refund for the Basic Economy Fare originally purchased.

## CONTACT/USEFUL INFORMATION

**Purchasing Travel Website** - <https://auxiliaryservices.lehigh.edu/travel>

**CTP Contact Info** - <https://auxiliaryservices.lehigh.edu/travel-contacts>

**Group Travel Request Form** -

<https://app.smartsheet.com/b/form/e670487eaf7f48229a224e10f28f8969>

**CTP Price Matching** - If you find the exact airfare priced differently from CTP, please send [na.pricematch@ctptravelservices.com](mailto:na.pricematch@ctptravelservices.com) an email requesting a price check. Provide screenshots with what you found and where in comparison with what CTP has listed on their site. CTP will get back to you within 2 to 4 hours.

**Lehigh Questions Contact** - [intrvl@lehigh.edu](mailto:intrvl@lehigh.edu)

**\*\*FLY AMERICA ACT\*\*** - <https://www.gsa.gov/policy-regulations/policy/travel-management-policy-overview/fly-america-act>