



Miscellaneous Announcements

Unused Tickets

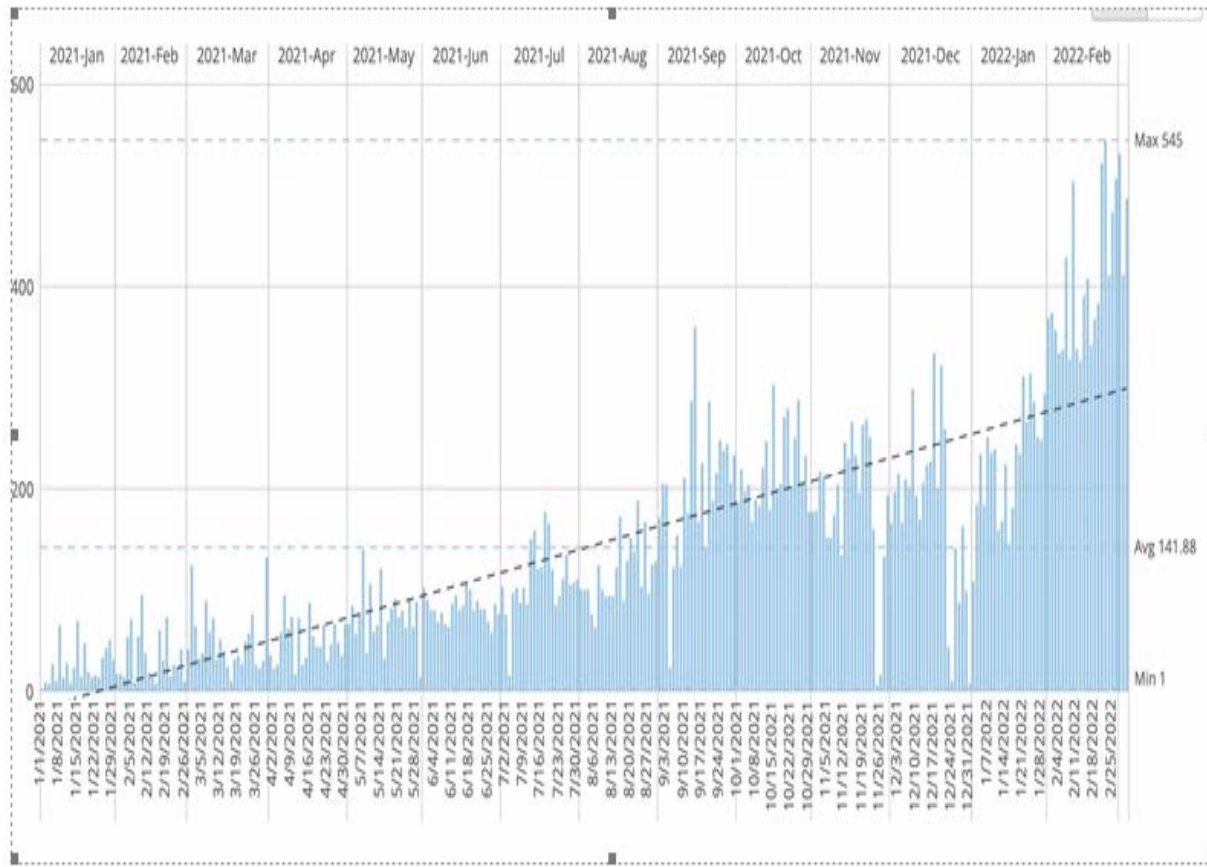
- ❑ **American Airlines Unused Tickets** (purchased via Short's Travel)
 - ❑ LSU received a refund for the eligible unused tickets
 - ❑ Journal entries have been processed and the credits should be reflected on the February 2022 ledgers.
 - ❑ Still a few unused tickets pending

- ❑ **Unused Tickets** (purchased via CBT)
 - ❑ When a name change is required to reuse an unused ticket, an Advisor will be required.

 - ❑ If there is no name change (i.e., owner of the unused ticket will reuse), an Advisor is not required. The unused ticket will be applied in the online booking tool.

 - ❑ How are unused tickets applied in the Online Booking Tool:
 - ❑ Initiators cannot “apply” unused tickets.
 - ❑ The system will automatically know when a booking is made with the airline where an unused ticket is available. Once the booking transaction is completed by clicking “Purchase”, the system will apply the unused ticket on the back end. The final itinerary will show the funds used.

Christopherson Business Travel (CBT)



- ❑ In 2020, COVID-19 & travel restrictions, CBT Advisors were reduced
- ❑ In 2021, graph provides the volume of bookings by Advisors
- ❑ March 1, 2022, calls to Advisors have increased by 150%
- ❑ With CBT being a new client with State of La. , they are concerned with customer service and first impressions.
- ❑ CBT is in the midst of hiring & training new staff
- ❑ In the interim, they are using an “all hands-on deck” approach by moving 4 cross-trained Advisors to the University team for the next 30 days.

Christopherson Business Travel (CBT)

- ❑ For simple travel bookings, Travelers Arrangers/Travelers are encouraged to use the CBT Concur Online Booking Tool via myLSU

- ❑ E-mails to Advisors regarding a booking request, please make sure to include all of the information necessary for the Advisor to expedite the booking. This could eliminate e-mail exchanges.

- ❑ When calling an Advisor:
 - ❑ Mondays, Tuesdays, & Fridays are the busiest days
 - ❑ Wednesdays & Thursdays are better days
 - ❑ Call times early 8-10am and late afternoon 3-5pm

International Travel: High Risk Travel Approval

- ❑ **TEMP2, Request for International Travel during COVID-19 Outbreak** has been discontinued

- ❑ International Travel Approvals may be subject to **FASOP AS-18, High Risk Travel to Restricted Regions**
 - ❑ Travel to countries with an U. S. Department of State Travel Advisory of a **Level 3: Reconsider Travel or a Level 4: Do Not Travel** will require an additional prior approval.
 - ❑ High Risk Travel Approval is obtained outside of Workday's Spend Authorization
 - ❑ High Risk travel forms (i.e., AS295 or AS296) must be completed and sent to Patrice Gremillion at pgremill@lsu.edu to have the request expedited to the International Travel Oversight Committee (ITOC) for review/recommendation
 - ❑ Office of Academic Affairs will make the final decision upon the ITOC's recommendation and inform the traveler/requesting department of the decision

- ❑ High risk travel requests must be received at least 30 days in advance. No guarantee of approval for short notices.

- ❑ Spend Authorization must be completed and approved **prior to** making travel arrangements (booking air fare, securing lodging, paying conference registration, etc.). The approved high risk travel form must be attached