

From: [Gutsch, Lori](#)
To: [KU Lawrence Faculty and Staff](#); [KU Graduate Research Assistants](#); [KU Graduate Teaching Assistants](#)
Subject: Changes to improve the KU traveler experience
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Colleagues,

As part of the [Jayhawks Elevate](#) initiative, the KU Travel team has worked to identify and address concerns and challenges related to the Concur system and Collegiate Travel Planners (CTP) travel services, as well as KU travel policies and processes. We are pleased to share positive changes that will improve your experience when booking and managing your KU-related travel.

We greatly appreciate everyone who provided feedback, whether through informal or formal channels. The KU Travel team talked with many travelers, support staff and unit leaders about their experiences. Key areas of concern included:

1. Lack of personalized customer support from Collegiate Travel Planners (CTP)
2. CTP service fees increase cost and paperwork
3. Concur Travel user interface is outdated and not intuitive
4. Not all airfare and hotel inventory are available through a single source

The KU Travel team listened to the feedback, noted the concerns, and worked with campus partners, Concur and CTP to find solutions.

1. Lack of personalized customer support from CTP

KU now has two dedicated CTP travel agents to support our travelers. Julie Repke has 33 years of experience in the travel industry, and Katherine Sampe has 20 years of experience. When you call [CTP](#) during business hours, your call will go to Julie or Katherine. There is a callback feature, so if both agents are on a call, you can leave your number and one of them will call you as soon as they are available.

Benefits: By working exclusively with KU travelers, Julie and Katherine will be able to offer more personalized service, develop stronger relationships with you and your colleagues, and better support guest travel.

2. CTP Service Agent Fee increases cost and paperwork

We have eliminated the service fee previously charged on individual transactions. Those costs will now be covered centrally. In addition, if you enable electronic receipts in your Concur profile, your airline receipts will be automatically added to Concur.

Benefits: The elimination of the fees provides cost savings to travelers and departments, and creates administrative efficiencies. Electronic receipts make submission easier for travelers

and more efficient to manage for SSC staff.

3. Concur Travel user interface is outdated, and is not intuitive

Concur is updating their travel booking system interface to improve functionality and provide a more modern look and feel. In addition to the updated online platform, Concur also is redesigning their mobile app to provide a better user experience. We expect to launch the new travel interface and mobile app at KU in early spring.

Benefits: KU Travel team members who have seen the new interface report significant improvements, which will make Concur Travel more intuitive and easier to use. Travelers will also notice a more consistent user experience between the online platform and the mobile app.

4. Not all airfare and hotel inventory are available through a single source

We have added [TripLink](#), which provides the ability to book directly on participating airline and hotel websites by connecting your frequent traveler/reward program numbers in Concur. In addition, TripLink comes with free use of Triplt Pro, an itinerary management mobile app.

Benefits: Travelers booking directly on connected participating vendor websites will have access to KU contract pricing. Linked purchases also will be credited to our contract spend. Connected travel bookings and changes will automatically create or update reservations in Concur so they are available in our duty of care safety monitoring system. Normally \$49 a year, the Triplt Pro app is free to KU employees. This itinerary management mobile app tracks flight status, gate changes, seat assignments, hotels and rental cars, has interactive airport maps with gate and baggage claim info, and more.

Simplifying and clarifying policies and processes

In addition to the key areas above, we have addressed policies and processes that KU travelers said were confusing, frustrating and burdensome. For example, travelers booking lodging can now use a P-Card to prepay for their entire stay, rather than just the first night. This allows travelers to take advantage of prepayment discounts without the need for central office approval. We are in the process of improving other policies and processes to provide more flexibility to travelers and reduce burdens both on travelers and support staff.

Thank you for your patience and feedback

Sometimes, despite the best intentions, organizations don't get everything right the first time when implementing new programs and services. Thank you to everyone who has provided feedback. We appreciate both your candor and your patience. On behalf of the KU Travel team, we acknowledge our work isn't complete. We will continue to listen to your feedback and make changes to Concur, as well as to our university policies and processes. Our goal is to

improve your travel experience and earn your trust.

Respectfully,

Katrina and Lori

Katrina Yoakum

Controller

Lori Gutsch

Travel Manager