



Things to Know

Due to Hurricane Michael, University travelers in current travel status should:

- Maintain contact with your airline for updates regarding flights into Tallahassee. Your flight may be cancelled, delayed, or rerouted.
- If necessary, contact your department to see if you may return to Tallahassee earlier than expected. Airlines may waive change fees due to Hurricane Michael. If not, indicate on your expense report the change fee could not be waived and your trip was during Hurricane Michael. The fee will be reimbursed.
- The Travel Management Company associated with Concur, World Travel Services, Inc., may be able to assist with flight changes even if you did not purchase your ticket through the Travel portal in Concur. Contact info is below.
- Download the "Concur for Mobile" app from Concur for updates
<https://www.concursolutions.com/nui/appcenter>
- If you think your flight may be canceled and or rerouted and you wish to drive back for added piece of mind, you may wish to reserve a vehicle now. (You may need to reserve it for 7 days.) Once vehicle is returned you will only be charged for the actual number days you had the vehicle.
- If you do reserve a vehicle and your flight does not have an issue, cancel the reservation before you are to pick it up.

University travelers planning to leave Tallahassee this week should:

- Verify with your department if you should still travel or if trip should be cancelled.
- If trip is cancelled:
 - Contact Airline
 - Contact the conference/convention
 - Cancel hotel or any other lodging reservations
 - Cancel vehicle rental reservations.

In instances above, cancellation fees may be waived, refunds provided or vouchers issued for other events due to Hurricane Michael if explained to the vendor. If fees not waived, indicate on your expense report the change fee could not be waived and your trip was during Hurricane Michael. This will allow the fee to be reimbursed.

Making Travel Changes

FSU Travel website: <https://controller.vpfa.fsu.edu/travel> includes info for Ground Transportation (Vehicle Rental)

World Travel Services, Inc. (Knoxville, TN)

For **Concur technical support** email online@worldtrav.com (Monday – Friday, 8:00am – 5:00pm ET)

For **reservations or ticket changes**, please call (855) 967-2818 during our normal business hours (Monday – Friday, 8:00am to 6:00pm ET)



AFTER HOURS EMERGENCY ASSISTANCE is available 24 Hours a day for your convenience at the numbers below.
Refer to code: **W-1EB** when calling.
(800) 251-9047 **Domestic** / (865) 777-1600 **International** (collect calls accepted)

Florida State University's World Travel Full Service Agents:

Lisa Sette lsette@worldtrav.com

Eddy Farinas efarinas@worldtrav.com

Vicki Nelson vnelson@worldtrav.com

Your Concur Profile:

If you are a first time user to Concur please be sure to update your profile and complete any **required** fields. You can access your profile by selecting "Profile" at the top of the page. You must complete the required fields in your profile before you can begin booking in Concur or use the Concur Mobile app.

If you enter **credit card** information into your profile, be certain to select the boxes as to how the card should be defaulted. This will ensure that the correct information is sent over to the agency for processing.