

BIOMEDICAL ENGINEERING UTravel FAQ

If you have any questions, please send an e-mail to bme-travel@lists.utah.edu, call 801-581-8528, or stop by the BME department office in SMBB 3100 during business hours.

Where do I begin?

A “Student Travel Request Form,” found [here](#), needs to be completed, approved by your PI, and sent to bmetravel@utah.edu. A BME staff member will get you access to Concur, then reach out to you with questions within a couple of days.

How do I submit an abstract?

Abstracts are paid for before your trip. A purchase request needs to be completed and approved by your PI through the [CoE Purchasing system](#). You will need to provide a payment portal address for the department purchaser to login and pay. Please provide any additional details that they may also need to complete the transaction (field information, login credentials, etc.).

Who pays for conference fees?

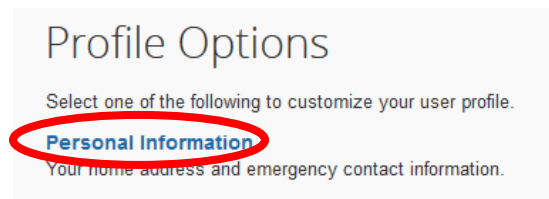
Conference fees are also paid before your trip through the [CoE Purchasing system](#). Please see “How do I submit an abstract?” above.

How do I obtain access to Concur?

Your user profile will need to be created by Travel & Reimbursement services. To request access, contact BME staff at bmetravel@utah.edu. Please note that access is usually granted within 1-2 business days.

Once your Concur profile is set up

1. Complete your Personal Information in Profile Settings
2. *Name needs to **MATCH** the government issued id that you will be presenting at the airport.



Profile Options

Select one of the following to customize your user profile.

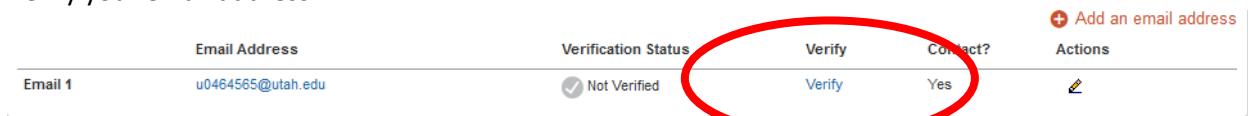
Personal Information

Your home address and emergency contact information.



Title	First Name	Middle Name	Surname	Last Name	Suffix
	ANDREW	GERALD		WHITE	

3. Verify your email address



Email Address	Verification Status	Verify	Contact?	Actions
Email 1 u0464565@utah.edu	Not Verified	Verify	Yes	

Can I book my own travel?

FLIGHTS

It is not recommended you book your own flights. Before you can request flights, a departmental “Student Travel Request Form” found [here](#), must be completed, signed by your PI, and sent to bmetravel@utah.edu. You *may* identify specific flights on your request form or the Travel Coordinator can provide flight options for you. A BME staff member will contact you once your trip is approved and ready to make flight reservations.

LODGING

It is recommended that lodging is reserved and paid for on a personal credit card and reimbursed after the trip is complete on the expense report.

Can I split lodging or meal costs with another traveler?

Travel and Reimbursement services will not reimburse you for paying another traveler’s expenses. If you wish to split the cost of lodging or meals with another traveler, please be sure to **obtain separate invoices when paying the final bill**.

What is an expense report?

An expense report is a summary of all costs associated with a trip, both reimbursable and non-reimbursable (pre-paid flights, etc.). In order to be reimbursed, please submit all original and itemized receipts to the SMBB 3100 front office or send to bme-travel@lists.utah.edu within 21 days of travel. Please note that the Travel and Reimbursement department charges a fee of \$25 for every expense report processed.

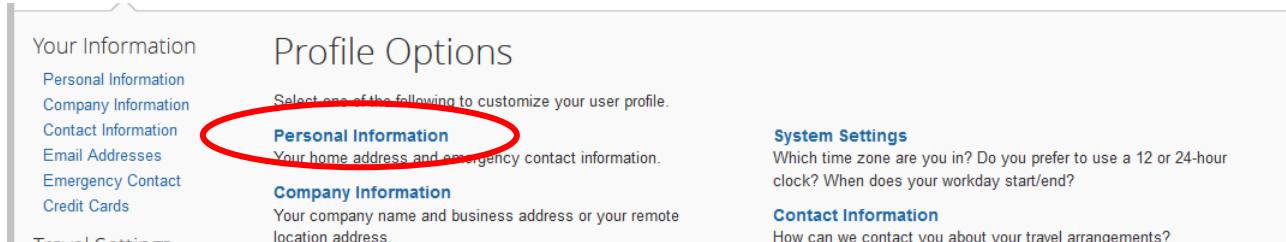
What do my receipts need to be reimbursed?

Original receipts must be itemized, show your proof of payment (credit card number) and include a date during your travel. Please submit all receipts to bme-travel@lists.utah.edu.

Why do I receive all these emails from autonotification@concursolutions.com?

Concur notifies the traveler and all expense delegates when an allocable expense remains available to be added to an expense report for 30+ days, or when there’s been a change in status of the report. If you receive repeated emails from Concur about your trip, there is an unresolved issue that needs to be addressed. Please contact BME staff at bmetravel@utah.edu for assistance.

- These emails can be turned off
 - In Profile Settings → Personal Information



The screenshot shows the 'Profile Options' page. On the left is a navigation menu with 'Personal Information' selected. The main content area has a heading 'Profile Options' and a sub-heading 'Select one of the following to customize your user profile.' Below this are three sections: 'Personal Information' (circled in red), 'Company Information', and 'System Settings'. The 'Personal Information' section includes the text 'Your home address and emergency contact information.' The 'System Settings' section includes the text 'Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?' The 'Contact Information' section includes the text 'How can we contact you about your travel arrangements?'

- Click on the Actions icon

Email Address	Verification Status	Verify	Contact?	Actions
Email 1 u0464565@utah.edu	Verified	Disable Verification	Yes	+ Add an email address 

- Select No

Email Address	Verification Status	Verify	Contact?	Actions
Enter email address u0464565@utah.edu	Contact for Travel Notifications? <input type="radio"/> Yes <input checked="" type="radio"/> No		OK Cancel	

How long does it take to receive my reimbursement?

Most reimbursements take about two weeks to be completed and approved, depending on the volume of department travel requests, although the University reserves up to 60 days to pay the reimbursement. You may follow up with your reimbursement status by emailing bmetravel@utah.edu

Can I be reimbursed early?

Concur/UTravel do not offer any expedited processing for expense reports.

What can the department prepay for me?

Prepaid expenses include flight costs, conference registration fees, memberships, and abstracts.

What can I be reimbursed for?

Original, itemized receipts should be submitted after your trip for lodging, meals, ground transportation, and any other expense your PI has approved to reimburse you for on your “Student Travel Request Form,” found [here](#).

Contact Information

Send all travel or reimbursement questions to:

bmetravel@utah.edu

Department of Biomedical Engineering Main Office:

801-581-8528