



## Business Manager Meeting

# Travel Updates

# Enterprise Rentals

Enterprise is experiencing issues due to the increase in travel and low fleet inventory.

When booking online for an in-state (Louisiana) reservation:

1. If a “no availability” response is received, complete the Enterprise Rental State of Louisiana Vehicle Request form and email to Joey Rosenfeld, Director of Business Rental Sales to expedite the request. The form is available on the AP & Travel website.
2. If a reservation number is received, but the traveler experiences an issue when picking up the rental vehicle, please contact Joey Rosenfeld.

## **Contact Information**

Joseph (Joey) Rosenfeld

[Joseph.g.Rosenfeld@ehi.com](mailto:Joseph.g.Rosenfeld@ehi.com)

225-445-7250

## **Enterprise Rental State of Louisiana Vehicle Request**

**Contact:** Joseph (Joey) Rosenfeld  
**Email:** [joseph.g.rosenfeld@ehi.com](mailto:joseph.g.rosenfeld@ehi.com)  
**Phone:** 225-445-7250

### **State of Louisiana Vehicle Request**

Renters Name	
Rental Date & Time	
Return Date & Time	
Rental Location Needed	
Size Vehicle Requested	
Renters Phone #	
Renters email address	
Campus Corp. Discount Code (See below)	
Billing # if applicable	

CAMPUS	DISCOUNT CODE
LSU A & M	L142792
LSU Ag Center	L142793
LSU Alexandria	L51CD44
LSU Eunice	L142797
LSU Shreveport	L51CD45
Pennington Biomedical Research Center	L142794

# Enterprise Rentals

- Joey and his team of Regional Managers are working diligently to meet the University's vehicle rental needs.
- If Joey is unable to satisfy the reservation, he will provide a written e-mail stating that there is no availability and that Enterprise cannot fulfill the reservation.
- Forward Joey's e-mail to Jennifer Driggers at [jdrigg@lsu.edu](mailto:jdrigg@lsu.edu) or Patrice Gremillion at [pgremill@lsu.edu](mailto:pgremill@lsu.edu) to be granted exception approval to use an alternate in-state vehicle rental vendor.
- Continue to report any Enterprise issues to Jennifer Driggers or Patrice Gremillion to stay abreast of the situation.

# Christopherson Business Travel (CBT)

## Updates:

- Transportation Security Administration (TSA) extended the mandate for mask use on public transportation and in transportation hubs through April 18, 2022 but may extend again.
- Uber and Lift added a surcharge on most rides, depending on location.
- Effective April 11, 2022, CBT will charge a \$24.00 fee for an on line booking when an Advisor or On-line Support must assist with an issue to finalize booking. Examples:
  - When the LaCarte, Personal or Foundation credit card stored in the employee profile has expired.
  - When the incorrect payment method is selected on the second payment screen. An error occurs when a personal, LaCarte or Foundation card is selected on the first payment screen but on the second payment screen, CBA is selected. The two payment methods must agree or a system error will be generated.

# Christopherson Business Travel (CBT)

## Trip Booking Information

**Important:**

If an LSU CBA card was chosen as Method of Payment (CBA card highlighted in yellow), please select LSU CBA card in the dropdown below. If incorrect payment type chosen additional fees may occur.

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section

**Trip Name**

This will appear in your upcoming trip list.

Trip from Baton Rouge to Denver

**Trip Description** (optional)

Used to identify the trip purpose

**Comments for the Travel Agent** (optional)

Special Requests may incur a higher service fee.

How is this reservation being charged? [Required]

Personal Card / LaCarte Card / LSU Foundation Card

LSU CBA card - SELECT THIS OPTION IF YOU CHOSE A HIGHLIGHTED LSU CBA CARD FOR AIR PAYMENT

# Special Meals

We are experiencing a large number of special meal expense reports with missing documentation.

## **Required documentation** for special meal events:

- **AS499, Request for Approval of Special Meal Form** – must be completed in its entirety with a detailed event purpose and approved by either the Dean, Director or Department Head.
- **AS516 Form or Spend Authorization/ECM** – must be provided in addition to the AS499 form for special meals for University guests (i.e., visiting scholars, potential students, fellows, speakers, interviewees, contractors, etc.). An AS516 form is not required when the guest is not in travel status and there are no travel expenses incurred.
- **Retreat or Business Meetings** – a copy of the agenda is required
- **Guest List with Affiliations** – the guest list should include the guest name, organization or affiliation for sit-down breakfast, lunch, dinner or buffet–dinner receptions.

# Special Meals

## Special Meal Reminders:

- Food items are **not allowed** to be purchased through punch-out suppliers other than America to Go.
- An “open” restaurant setting is not an acceptable venue for a business or staff meeting.
- A guest list is not required for refreshment or reception events.
- Special meals charged to sponsored program accounts should be an allowable expense. Departments are encouraged to contact the account’s Grant Analyst prior to making any arrangements.
- Special meal rates apply for catered events. Departments should refer to the Procurement Services website for additional information related to catering services.
- **LaCarte can be used to pay for dine-in restaurant special meals.** The cost of the meal is subject to the per person special meal rates listed in PM-13 and no alcohol should be included or paid with LaCarte. An itemized receipt for the total meal amount must be attached to the Expense Report reflecting the transaction.
- **LaCarte cannot be used to pay for LSU Dining invoices.** LSU Dining invoices are to be paid through the “Direct Charge” process.

# Special Meals

## Helpful Hints:

- Account number/numbers (Driving Worktag/Worktags) on AS499 form must match the account number/numbers used to expense the special meal in Workday (PO, invoice or expense report).
- Blanket AS499 form must be updated for current event information.
- Expense report attachments must be in PDF format.
- LaCarte Business Purpose should not be used.

The AS499 form has been updated to include the required documentation and is available on the AP & Travel website.

For questions regarding special meal events, please contact Jennifer Driggers at 578-1538 or [jdrigg@lsu.edu](mailto:jdrigg@lsu.edu) or Patrice Gremillion at 578-3366 or [pgremill@lsu.edu](mailto:pgremill@lsu.edu).



# Update - CBT Response Time Issues

- As our business travelers return to travel, the state-contracted travel agency, Christopherson Business Travel (CBT), has experienced a surge in travel bookings in the past six to eight weeks.
- Their call volume increased by 150% just in the month of March. As a result, the call wait times have been longer than expected.
- CBT has assured AP Leadership that they are working to improve their customer service by addressing staff, which was reduced due to the travel restrictions at the start of the pandemic.
- Bi-weekly CBT/LSU meetings have been held since implementation to stay abreast of issues to ensure prompt resolutions. At the latest meeting held on Wednesday, April 6, the following topics were discussed:

# Update - CBT Response Time Issues

At the latest meeting held on Wednesday, April 6, the following topics were discussed:

## Staffing of CBT Advisors

- CBT reported that six new advisors will be added to the University team by April 18 with another four to five added by mid-May.

## CBT Phone Issues/Response Times

- CBT provided an update that 78% of calls were on hold 10 minutes or less. The following are options to callers who choose not to wait on hold:
- Callers are encouraged to select the “Call Back” feature which works like a live phone call. Callers can request a call back which will leave their place in the queue as if they were waiting on hold. They will receive a call when they are the next person in the queue.
- Callers should not hang up and later call back, because it starts the process all over again.
- Callers should only call once, especially if they decide to leave a message. Also when leaving a message, it is best to provide the travel date and departure city (i.e., traveling on April 25, 2022 from New Orleans to London). This allows for priority handling.

## E-mailing an Advisor:

- CBT reported that the new advisors have been working on responding to e-mails and asked that the subject line include the travel date and departure city (i.e., traveling on April 25, 2022 to London from New Orleans). This allows for priority handling.
- We are anticipating improvements within the next two weeks. Also, please continue to report any CBT issues or concerns to Jennifer Driggers at [jdrigg@lsu.edu](mailto:jdrigg@lsu.edu) or Patrice Gremillion at [pgremill@lsu.edu](mailto:pgremill@lsu.edu).
- Thanks for your continued support and patience as CBT works through the surge in return to travel.