

Oliver Kraft

From: Oliver Kraft
Sent: Wednesday, February 4, 2026 9:35 AM
To: Oliver Kraft
Subject: [Example Warning Email] Internet airfare booked outside Concur/CBT

Dear Jane Doe,

Your expense report "Doe_Conference_Dec25" included an internet airfare purchase that does not meet the [PSC Travel Procedures](#). Internet airfare purchases are only allowed if an exception to policy applies, as follows:

1. The fare is not available for purchase through the University Travel Program. (This could be due to in-country travel, remote travel, etc.)

Exceptions for fares that are not available for purchase through the travel program (Concur/ CBT) must be approved prior to purchase by emailing an exception request to psctravel@cu.edu

2. You demonstrate that there is a significant cost savings to the University.

For airfare that demonstrates a significant cost savings, you must fulfill all the following requirements:

- Obtain a comparison quote from Concur prior to the internet purchase. If you cannot locate the exact fare in Concur, contact an agent at CBT. The agent can search for and view airfare that may not be visible in Concur.
 - The comparison quote must be for the exact itinerary - same travel dates, times, routes, and airline/s as the planned internet purchase;
 - The cost of the internet airfare purchase must be less than the Concur/ CBT quote as follows:
 - \$50 less for domestic
 - \$200 less for international

NOTE: Cost comparison and justification is for airfare only. Ancillary fees, such as seat assignment, pre-check, baggage, etc., are not considered as part of the purchase price.

- Purchase must be made using a personal credit card and reimbursement requested after the trip concludes (copy of comparison quote must be attached to the trip expense report). PSC Travel cannot pre-approve exceptions based on estimated cost shown on airfare quotes prior to the final purchase, as internet airfare purchases often include additional fees that only appear at the time of payment.

Your internet airfare purchase will be approved for reimbursement, but if a future report does not follow the correct process, the University may be unable to reimburse you.

If you have any questions or if there are unique circumstances related to this internet airfare purchase, please let me know.

Best Regards,

PSC Rep

Travel Program Administrator, Procurement Service Center

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