

ConcurGov - Frequently Asked Questions (FAQ's)

Must I use the ConcurGov travel system to arrange my travel?

Yes. All travel authorizations and their related vouchers must be created and paid through the ConcurGov travel system, excluding local travel and relocation. ConcurGov must be used to purchase all common carrier transportation tickets, including air and train tickets. ConCurGov must also be used to reserve rental cars under the government rental car agreement. For lodging, those employees who hold an individually-billed travel card must have room reservations completed in ConcurGov.

May I book other than contract city pair fares such as non-refundable fares?

Yes, but you must meet one of the exception requirements and you must know or reasonable anticipate that you will use the ticket and the approving official must determine that the proposed non-contract transportation is practical and cost effective for the government.

Is the Transportation Service Administration (TSA) Pre-check fee an allowable/reimbursable expense?

No. The TSA pre-check service is a personal convenience and is not reimbursable.

What is the telephone number for the BCD Travel Management Center (TMC)?

The number is 800-877-6120, 24 hours/7 days a week/365 days of the year.

If I contact the TMC, will I be charged an additional TMC fee?

No, the TMC will not charge if you contact them to ask a question/questions. They will only charge an additional fee if you are making changes to your reservation(s).