INTRODUCTIONS

UW Team
• Elizabeth Dressel - ATP Expenses Design Team Co-Lead & Co-Director of Travel
• Becky Kopidlansky - Interim Co-Director of Travel
• Terry Wilson - Travel Manager, UW Madison
• Alma Ramirez - Regional Travel Manager
• Alyssa Totoraitis - Regional Travel Manager
• Emily Stoffel – Regional Travel Manager
AGENDA

Transition Reminders

Services Provided by Fox

Fox Portal Walkthrough

Upcoming Webinars & Recap

Q & A
Travel Agency Transition Reminders
WHAT STAYS THE SAME

1. Concur continues to be the online booking tool
   • Profiles automatically transferred from Travel Inc. to Fox World Travel with all personal information, travel arrangers assigned, frequent traveler numbers, etc.
   • UW policies continue to be programmed in Concur
   • Booking process will remain the same in Concur, but customized and improved
   • Concur messaging, Concur chat, specialized agency support, processing and invoicing
   • Concur can still also be used to book on behalf for other employees (travel arranger must be set up in Concur) and guests (using ‘book for guest’ functionality)

2. UW Travel and Card policies

3. Reimbursement processes through SFS

4. Access to search all UW invoices by ticket number or record locator
   • New Fox Portal will include this capability

5. Fox World Travel will continue to support Group Travel (10 or more)

6. Anthony and Shorts will continue to support NCAA Travel

7. UW TravelWIse, per-diem calculator, and other internal tools
TRAVEL INC OPEN TICKETS

• Travel Incorporated will support open ticket credits through September 30, 2024. Credits that remain unused after this date will be forfeited.
  • These are the only bookings supported by Travel Inc after July 1, 2024.
  • Service fee for Travel Inc open ticket credit bookings will vary, usually $30.
  • Must contact Travel Inc via phone at (877) 811-9898 to use an open ticket credit.

• Travel Inc issued open ticket credits are no longer visible in Concur.

• A list of travelers with open tickets can be viewed via the Travel Inc. Open Ticket Report (July 1, 2024).

• Open ticket credits must be rebooked on the same airline. For detailed information, please reference the Open Ticket Guidance job aide.
• Trip details for reservations booked prior to the transition to Fox World Travel on July 1, 2024, are no longer visible in Concur.

• Changes to these bookings can be made by calling a Fox World Travel agent at (608) 710-4172.

• Car and hotel changes can be made directly with the vendor.
AGENCY INVOICES

• If the ticket was issued with Travel Incorporated prior to July 1, the traveler received the invoice via email. If an invoice copy is required, contact:
  • UW-Madison: uwtravel@bussvc.wisc.edu
  • All other requests: uwstraveloffice@wisconsin.edu

• For information on Fox World Travel invoices, please review Fox World Travel Invoice Retrieval Instructions
At the time of booking an airline ticket (either in Concur or with a Fox agent), employees will be asked if the trip contains personal travel. If the employee answers ‘yes’, they will receive this email as a reminder that a cost comparison is required.
Services Provided by UW’s Travel Agency Vendor

- **Concur** (online booking tool)
  - Book Individual Travel Online
  - Book University Guest Travel online
  - Book Travel for Another University Employee online

- **Fox Portal**
  - One Time Individual Booking Request Form
  - Custom Booking Solution Request Form
  - Invoice Lookup Tool

- **University Agent Team**
  - Complex International Travel
  - Group Travel (10 or more)
  - Individual Travel Requests
  - Frontier Bookings
  - Basic Economy Tickets
OPTIONS FOR EMPLOYEES BOOKING THEIR OWN TRAVEL

Concur Online Booking
(Requires employee to have a Concur profile)
- $6.00 per ticket
- Recommended booking method for domestic and simple international reservations
- Requires employee to have a Concur profile

Fox Agent Booking
(Requires employee to have a Concur profile)
- $31.50 domestic
- $41.50 int’l
- Recommended for:
  - Complex international flights
  - Booking next day/same day air
  - Basic Economy
  - Frontier Airlines
  - Booking airfare with a companion
Decision Chart: Booking Travel for Someone Else

**Is the UW employee completing the booking on behalf of the traveler?**

**YES,** UW employee has traveler’s information and desired itinerary and will book on their behalf

- **Concur Online Booking** $6.00
  - Is the UW employee booking another employee or a non-employee (student, guest, etc.)
    - **Another Employee** - Employee must grant permission for someone to book on their behalf in their Concur profile
    - **Non-Employee (student, guest, etc.)** - Employee may book for non-employee using Concur “book for a guest” feature

- **Travel Agency Booking** $31.50 domestic $41.50 Int’l
  - Is the UW employee booking another employee or a non-employee (student, guest, etc.)
    - **Another Employee** - Employee must have a completed Concur profile and then the agency will book for their non-employee traveler
    - **Non-Employee (student, guest, etc.)** - Employee must have their own completed Concur profile and then the agency will book for their non-employee traveler

**NO,** UW employee would like the traveler to work directly with the travel agency

- **How many airline tickets will be purchased?**
  - 1-19 total airline tickets, or a low volume over time, such as interviewee travel, student travel, or guest speaker travel
  - 20 or more airline tickets, usually for a specific event such as graduate school recruiting, conference, board meeting

- **One-Time Individual Booking Request Form** $31.50 domestic $41.50 Int’l
  - Custom Booking Solution $120+ set-up fee $31.50 domestic $41.50 Int’l
BOOKING TRAVEL FOR OTHER EMPLOYEES

*Concur Online Booking
(Both employees must have a Concur profile.)

- $6.00 per ticket
- Coordinator books in Concur by ‘Acting as’ another employee. Coordinator must be set up as an arranger in Concur.

*Fox Agent Booking
(Both employees must have a Concur profile.)

- $31.50 domestic
- $41.50 int’l
- Coordinator calls Fox to book another employee. Both employees must have Concur profiles.

One-Time Individual Booking Request

- $31.50 domestic
- $41.50 int’l
- Traveler books directly with Fox after coordinator authorizes travel by completing form

Custom Booking Solution (CBS)

- $120+ set-up
- $31.50 domestic
- $41.50 int’l
- Multiple travelers book with Fox after establishing custom group

* Recommended booking method

Learn more about the One-Time Individual Booking Request Form and the Custom Booking Solution on the UW TravelWIse agency transition page
BOOKING TRAVEL FOR OTHERS - NON-EMPLOYEES/GUESTS/STUDENTS

Concur Online Booking
- $6.00 per ticket
- Coordinator books in Concur using “book for a guest” functionality

Fox Agent Booking
- $31.50 domestic
- $41.50 int’l
- Coordinator calls Fox to book on behalf of guest

One-Time Individual Booking Request
- $31.50 domestic
- $41.50 int’l
- Traveler books directly with Fox after coordinator authorizes

Custom Booking Solution (CBS)
- $120+ set-up
- $31.50 domestic
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- Multiple travelers book with Fox after establishing custom group

Learn more about the One-Time Individual Booking Request Form and the Custom Booking Solution on the UW TravelWIse agency transition page.
Fox Portal Walkthrough
ONLINE SUPPORT CHAT

Connect live with our online support team through five different pages in Concur. Just look for the “Ask Fox” icon.

Concur chat is available 8am – 5:30pm M-F
## Flight Information

This reservation may be non-refundable/non-transferable. Change fees may apply. You must cancel this reservation prior to departure to retain any ticket value.

TRAVELER NOTICE - Baggage fee charges vary by airline and are subject to change. Please visit the operating carrier website of your ticketed itinerary for applicable fees.

Please visit [www.foxworldtravel.com/baggage-fees/](http://www.foxworldtravel.com/baggage-fees/) for the most up to date wait time information.

### Southwest Airlines

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<td>Cincinnati OH</td>
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<tr>
<td>WN 497</td>
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<tr>
<td>Wanna Get Away</td>
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Are you missing out on frequent traveler benefits? Sign up for Southwest Rapid Rewards.

Advance Seat Assignment Not Available.

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## Hotel Information

**Embassy Suites Grand Rapids**

- **Address:** 710 Monroe Avenue NW, GRAND RAPIDS, MI 49503
- **Confirmation:** 16165125701
- **Check In:** 2 Nights, 1 Adults
- **Check Out:**

Rate: $149.00

Hotel Fax: 16165125701

Cancel Until 3 Days Prior To Arrival To Avoid No Showcharge.

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## Car Information

- **Enterprise Rent A Car**
  - **Pick Up:** 5500 44th St Se
  - **Drop Off:** Gerald R Ford Intl Airport
  - **Rate:** USD 35.00 Daily
  - **Approx. Total:** USD 105.43
  - **Frequent Renter Number has been applied**

Enterprise Rent A Car may not accept debit cards at this location. A credit card may be needed for rental car pick-up.

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## Expense Summary

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<td>Ticket No. 890091498326</td>
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<td>Total Invoiced - July 1, 2024</td>
<td>$121.63</td>
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## Trip Remarks

- Division/College/School
- Employee ID
- Traveler Type
- Arranger
- Approver

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## Traveler’s Toolbox

- Instant Invoice
- TSA Wait Times
- Security check-in wait times

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If you need help, please call 24/7/365 608-710-4172
844-630-3853 or try our Live Chat
FOX PORTAL 3i

PROGRAM RESOURCES IN ONE PLACE
AGENT CHAT

Connect live with an agent through the Fox Portal or your e-invoice.
Agent chat is available 7am – 10:30pm M-F (after-hours fees apply after 7:30pm)
Like the current Travel Inc Invoice Search tool, the new Fox Invoice Search tool will allow you to access any UW reservation with either a Fox Record Locator or a 10-digit ticket number.
FOX CONTACT INFO – SAVE IT NOW

Fox Employee Service/Individual Travel contact information
Higher Education Team:
Local: 608-710-4172
Toll Free: 844-630-3853
Email: UWtravel@foxworldtravel.com
• Email and phone monitored 7am – 7:30pm CT, M-F by Higher Ed Team
• Concur Support Chat 8am – 5:30pm CT, M-F

Fox Group Block contact information:
Local: 920-933-4180
Email: foxgroupblock@foxworldtravel.com

*Phone/email will not be live until July 1st. Until then, there will be a recording that directs travelers back to Travel Inc.
FOX TRANSITION – WEBINARS/TRAININGS

• July 2024: Open House/General Q&A Sessions
  - Review any post-go-live topics that were identified as pain-points or particularly meaningful to travelers and admins
  - Provide open-forum time for attendees to ask general questions or request demos on specific topics/technologies
• September 2024: Back to school/back to travel sessions
  - Now open for registration!

*To register for transition sessions, visit UW TravelWIse Agency Transition webpage
Past webinars are available to listen to
THANK YOU FOR ATTENDING