## CHANGE OR CANCEL A BOOKING

Changes to flights booked in the tool can only be completed prior to ticket issue. For post-ticket flight changes or changes to reservations that you have booked over the phone, please contact Fox World Travel at 866-230-8787.

- If you have an un-ticketed trip and wish to make a change, select a Trip Name from the **Upcoming Trips** tab. This will display the 'Trip Overview' page.
- To cancel the entire reservation, choose **Cancel Entire Trip** in the upper left. To make changes, click the icons to change your reservation.
- Trip cancellations can be completed online.
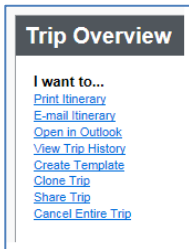
TRIP PAYMENT

Traveler profiles must contain either a University Purchasing Card or a University Corporate Travel Card, both issued by US Bank.

ITINERARY AND E-RECEIPT

Travelers will receive an email E-Receipt. **Note**: Printed itineraries cannot be used as a receipt, only E-Receipt serves as the true receipt. Please allow up to an hour to receive your email receipt.

ARRANGING TRAVEL FOR OTHERS

- Use the **Profile** dropdown on the Travel Center home page to book for another user.
- Arrangers will need to have the correct permissions assigned in the traveler's profile to book for other users. See **Travel Arranger guide** for details.

FINDING HELP

- Select **Help** in the upper right of Concur, and then select the desired option to display links to online help information.
- Visit our Corporate Travel Center for policy & procedural information: https://uw.foxworldtravel.com

Fox World Travel Online Support Desk
Monday – Friday, 8:00A-5:00P CST
Phone: **866-230-8787**
or email: online@gofox.com
For Reservation Assistance Call Fox World Travel
Monday – Friday, 7:00A-7:30P CST
Phone: **866-230-8787**

ASSIGNING A TRAVEL ARRANGER/ASSISTANT
### (Terms can be used interchangeably)

- Travel Arrangers/Assistants are able to make reservations on behalf of someone with a Concur profile in place.
- A traveler can have more than one arranger/assistant.
- An arranger/assistant can book for more than one traveler.
- A traveler can designate **ONE** arranger/assistant as a primary assistant.
- The primary assistant will always receive an email copy of the itinerary for the traveler, regardless of who made the reservation (primary assistant, other travel arranger/assistant or traveler).
- The primary assistant is able to modify the traveler's profile as needed.
- The primary assistant **MUST** have an office/work telephone in their profile.
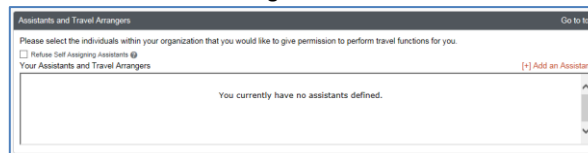
To add a travel arranger/assistant

- Click on **Profile** in the upper right after you've logged in.
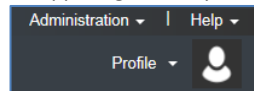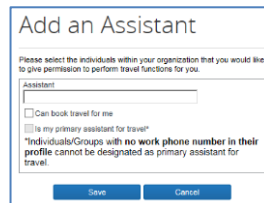

- Click on **Profile Settings**, and then select **Assistants/Arrangers** from left menu.
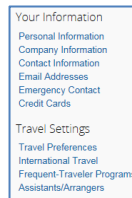
- Click on **[+] Add an Assistant** to the right of the box titled 'Assistants and Travel Arrangers'.

- Begin typing the assistant's last name in the 'Assistant' field.
- Select your assistant from the available search results.
- Click the **Can book travel for me** box.

- If you'd like to give your assistant the ability to edit your profile as well as receive email notification of all bookings, also click the **Is my primary assistant for travel*** box.
- **Note**: This can be set to only one person.
- Click **Save** and then **Save** again on the profile page.

Booking Tool Quick Reference Guide

How to use the contract booking tool (powered by Concur) and supported by Fox World Travel
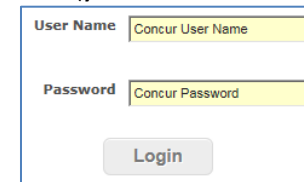
TRAVEL PROFILE

You must have a user profile established in Concur to make reservations. Contact your Institutional Travel Manager for assistance.

LOGGING INTO THE TOOL
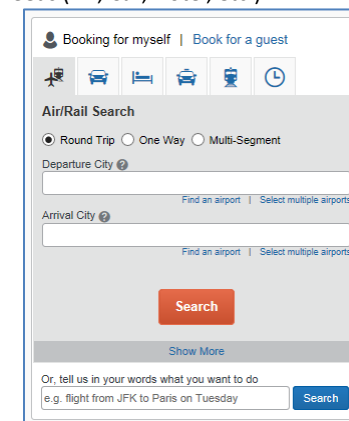
- Go to our Corporate Travel Center website at: https://uw.foxworldtravel.com
- Click the **BOOK ONLINE** button.

- Enter your user name (**your email address including @__.edu**).

- Enter your password. If you cannot remember your password, click the **Forgot your password** link to have a temporary password emailed to you. You can also email technical support at online@gofox.com
- Click **Login**.
- You will now be at the main **Travel Center home page**.

MAKING A RESERVATION

- At the Travel Center home page, select the appropriate tab for your travel needs (Air, Car, Hotel, etc.)

- Enter cities/airports for outbound and return travel along with the dates and times for travel. **Note**: The UW defaults to search the time window of +/- 4 for domestic and international; **this can be adjusted to narrow down your flight results.**
- To reserve a car or hotel with your flights, check the box for **Pick-up/Drop-off car at airport** and/or the **Find a Hotel**. You can modify locations for cars or hotels after booking flights. **Note**: National, Enterprise and Hertz are the UW contract vendors for car rentals. Our rates, insurances, and terms have been loaded into Concur.
- Concur defaults to **Round Trip** bookings. Select the **One Way** or **Multi-Segment** radio buttons if desired.
- Choose search by <u>Price</u> or <u>Schedule</u> (default is price). Searching by price will return the lowest available airfare based on your search criteria. Searching by schedule will return available flight schedules based on your search criteria. **Note**: Allow additional time for results to display when searching by schedule.

Search by Schedule
- Find the flights you would like to purchase.
- Click the radio buttons to select your outbound and return flights.
- Click the seat icon next to each flight to pre-select your seats.
- Click **Price these options** to have your flight section priced.
- Click **Select** and continue with your booking.

Search by Price
- Find the flights you would like to purchase.
- Click on the seat icon to pre-select your seat.
- Click **Select** and continue with your booking.

Note: you may select your airline seat assignments when selecting your flights or just before the completion of your purchase. After you make your selections in **Search by Schedule**, Concur will also suggest lower cost options. Concur will determine the lowest fare based on your flight selection parameters (date/time).

LOW FARE REMINDER
Concur highlights the lowest fares with a green select button. It is permissible to select a fare greater than the lowest logical fare but you may be prompted to select a reason for picking a higher cost flight. **Note**: The **UW Preferred Carriers** are: American, Delta, and United – discounts are displayed in Concur.

This flight is not in compliance with the following travel rule(s):
⚠ Air Fare is greater than the least cost logical airfare plus 150 dollars

Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip.

-- Please Choose a Reason -- ▾

Please explain why you have chosen this flight. NOTE: We will log flights which you did not take.

BOOKING A HOTEL / CAR
If you choose to book a hotel, you can search by several categories:
- Airport – (will search for hotels at or near the airport)
- Address – (will search by address area)
- Reference point or zip code
- The search can be 1 to 99 miles or kilometers in radius.
- Select the **Info** link to view the hotel's cancellation policy and display a description of the hotel.
- The check-in/check-out dates will default to your flight schedule. Remember to change this if necessary.
- Click **Select** to confirm your hotel/car and rate.

Important Note: Read all information about your hotel's deposit and/or cancellation policy. Some hotels require full pre-payment and are not refundable if cancelled.

If you choose to book a car, you can search by several categories, or drop off at an alternate location.

Note: The **UW Preferred Rental Car** companies are: Enterprise, National, and Hertz – discounts are displayed in Concur.
- Airport Terminal – (will search for cars at or near the airport)
- Off-Airport – (will search by address area)

CONFIRMING YOUR BOOKING
- The **Travel Details** page provides an opportunity to review your selections prior to purchase.
- To change existing airline reservations, call **Fox World Travel** at **866-230-8787**.
- Select **Change Seat** to change any pre-assigned seat numbers (if available).
- Select the **Add Car** or **Add Hotel** links to add these items.

Add to your Itinerary

🚗 Car   🛏 Hotel

🅿 Parking   🚌 Ground

📶 Wi-Fi
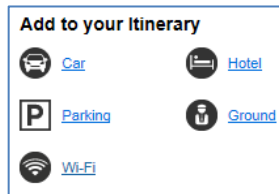
- Review the **Total Estimated Cost** area for price breakdown and rules/restrictions that may apply.
- Select **Purchase Ticket**.

AIRPORT SELECTION
Travelers have the ability to search area airports when flying into larger cities. By choosing the area airports option in your initial search criteria (which will appear in the drop down box when typing in the outbound/destination city), Concur will automatically display predetermined area co-terminus airports in the matrix. This option prevents travelers from having to do multiple searches to compare options and fares.

Note: When searching by schedule that includes cities served by multiple airports, results may take two minutes or more to display, due to the number of available options.

CLONE AND/OR SHARE TRIP FEATURE
Clone Trip (definition): To create a new trip for Traveler B that duplicates the exact trip that is already booked for Traveler A.
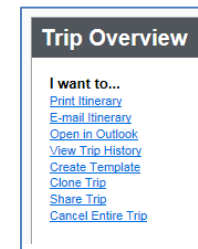- A Travel Arranger may choose to clone a trip for a second traveler by selecting **Clone Trip** from Traveler A's reservation.
- Once selected, the arranger simply selects the name of Traveler B and the trip is created based on the choices selected.

Share Trip (definition): A traveler may send an invitation to another traveler within the company to join them on their trip.
- Traveler A selects **Share Trip** from their reservation and types in the name of whom they wish to invite (i.e. Traveler B)
- Click on **Search** if a name list is not present.
- Traveler B receives an invitation when they log onto Concur. Recipient may:
  - Accept (Concur automatically completes a new reservation for Traveler B to match Traveler A's trip)
  - Decline

Trip Overview

I want to...
Print Itinerary
E-mail Itinerary
Open in Outlook
View Trip History
Create Template
Clone Trip
Share Trip
Cancel Entire Trip

Both features provide the same function, which allows creation of additional travelers on the same trip. Alterations to the trip are available during the clone trip processes.

If you are using the **Clone Trip** feature, you must already be assigned as an 'Assistant/Arranger' in the **new** traveler's profile.