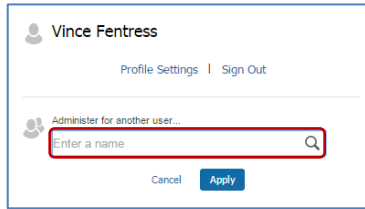## MAKING RESERVATIONS FOR OTHERS

- Log into the booking tool
  (See booking tool user guide for instructions)
- In the upper right of Concur, click **Profile** and type the traveler's last name into the "Enter a name" field.
- Select the desired name from the list, and click **Apply**.

- The traveler must add you as a travel arranger in their profile in order for you to see their name in the dropdown list. Your Travel Manager may also assign the traveler to your profile.
- Their travel profile preferences, and frequent traveler accounts will automatically pre-populate as you book.
- Follow SBT process for booking flights, hotels, and cars.
- The travel reservation can be found under the Trip Library.

BOOKING A GUEST TRAVELER

All Travel Arranger/Assistant's must have coordinator status in your profile to book for a non-employee guest traveler. Contact your Institutional Travel Manager for this access. Once you have this status, follow the steps below.

- Log in to your profile
- In the upper left under "TRIP SEARCH", select **Book for a guest**.
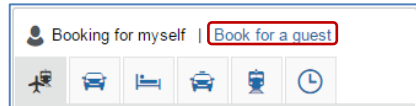
- Enter data in the flight search area.
- Select the **DIV/College/School** that will purchase the ticket.
- Select the desired flights.
- Enter guest name and details after booking flights.
- Follow prompts to enter payment (credit card) info, etc.

TRIP PAYMENT

Traveler profiles **must** contain either a University Purchasing Card or a University Corporate Travel Card, both issued by US Bank. For University Guest Travelers, enter a Purchasing Card number when prompted for payment.

When entering credit cards in the traveler profile, you **must** define how the card can be used (air tickets, car rentals, etc). Typically, the first card entered will be used when more than one card is listed.

CHANGE OR CANCEL A BOOKING

Changes to flights booked on SBT 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.

- Select the traveler's name from the profile area.
- If you have an un-ticketed trip and wish to make a change, select a Trip Name from the **Trips** section of the Concur home page. This will bring up the **Trip Overview** menu.
- To cancel the entire reservation, choose **Cancel Entire Trip** from the menu to the left. To make changes click the icons to change your reservation.
- Trip cancellations can be completed online.
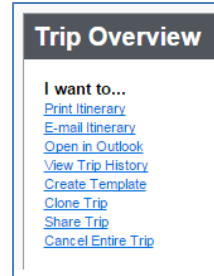
CONFIRMING YOUR BOOKING

- The **Travel Details** page provides an opportunity to review your selections prior to purchase.
- To change an existing reservation, 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 a car rental or hotel booking.
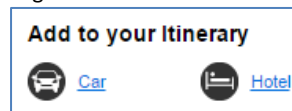
- Review the **Totals and Restrictions** area for price breakdown and rules/restrictions that may apply.
- Select **Purchase Ticket**.

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.

Self Booking Tool (SBT) Quick Reference Guide for the Travel Arranger/Assistant
(Terms can be used interchangeably)
How to use the Self Booking Tool (powered by Concur) and supported by Fox World Travel
Log into the SBT at https://uw.foxworldtravel.com

TRAVEL ARRANGER/ASSISTANTS
PRIMARY ASSISTANTS

- Travel Arrangers/Assistants are able to make reservations on behalf of someone with a SBT 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.

Important: Travel Arrangers/Assistants can book for other profiled travelers. Travel Arrangers/Assistants that have been given coordinator access can book for others and for non-employee guest travelers. Coordinator status must be given by the campus SBT Administrator.

FINDING HELP

- Select **Help** in the upper right and select the desired option to display quick links to online help information.
- Visit the UW TravelWIse portal for policy and procedural Information at: https://uw.foxworldtravel.com

Fox World Travel Online Support Desk
Monday - Friday 8:00A-5:00P CST
Phone: 866-230-8787, *option 3*
or email: UWOnline@gofox.com
No fees charged for Online Support Desk assistance
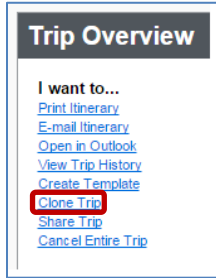**For Reservation Assistance Call**
Fox World Travel
Monday - Friday 7:00A-7:30P CST Phone: 866-230-8787

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 Traveler 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 the second traveler (Traveler B) and the trip is created based on the choices selected.
- The tool will display the flight options and available prices based on Traveler A's trip, *(if available at the same price).*
- If the original price is not available, the tool will notify you that the original fare quoted is no longer available, and ask if you want to do a general search.
- Click yes if desired, and then select your new flights options and compare new prices.
- Select the new flight, hotel, and rental car as needed.
- Complete the booking process as normal.

Trip Overview

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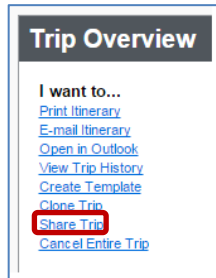Clone Trip
Share Trip
Cancel Entire Trip

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**, then 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 invite when he logs into the SBT.

The recipient may:

- Accept (the SBT 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.
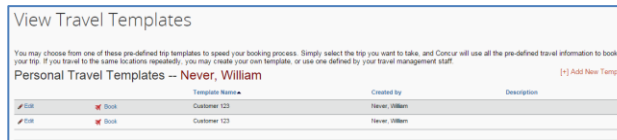
LOW FARE REMINDER

The SBT 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 doing so.
Note: The UW Preferred Carriers are: American, Delta, and United, and Sun Country – discounts are displayed in the SBT. The UW Preferred Rental Car and Hotel vendors provide exclusive discounts through the SBT.

MY TEMPLATES

A **Trip Template** is a record of a trip that you can use at a later date to make travel reservations for the same trip and travel cities, speeding up the reservation process. This is especially handy if you book for several employees traveling to the same location or you have employees that take the same trip repeatedly. You can use any prior trip that you've arranged for yourself or others to create a template.

- To use or create a **Personal Trip Template**, select the **Travel** tab, and then select **Templates**.
- Click on the **Add New Template** link. New templates can be created from an empty template from an existing trip.
- Select a trip from the list of Personal Travel Templates that you've set up.
- Click on the **Book** link next to the template you wish to use.
- Enter new dates. The SBT will use your pre-defined details to book your trip.
- Click on the **Edit** link next to the template if you wish to change the pre-defined information (e.g., Time of travel).

View Travel Templates

You may choose from one of these pre-defined trip templates to speed your booking process. Simply select the trip you want to take, and Concur will use all the pre-defined travel information to book your trip. If you travel to the same locations repeatedly, you may create your own template, or use one defined by your travel management staff.

Personal Travel Templates -- Never, William   [+] Add New Template

		Template Name▲	Created by	Description
✎ Edit	✗ Book	Customer 123	Never, William	
✎ Edit	✗ Book	Customer 123	Never, William	

BOOKING FOR NON-EMPLOYEE TRAVEL COMPANIONS

If you are booking a reservation for an employee who would like to take a travel companion on the trip, you may assist in the booking, but our contracted service fee cannot be extended to the non-employee unless the non-employee companion has a UW business purpose for being on the trip.

To handle this type of reservation, book the employee ticket as you would normally. Near the end of the reservation process you may enter a note into the **Comments for the Travel Agent** box on the Trip Booking Information page.

Comments for the Travel Agent (optional)
Special Requests may incur a higher service fee.

Please book the same ticket for my Travel Companion - Jane Smith. Call me at 608-222-1234 for ticketing and name details.