

NEW FEATURE RELEASE NOTES: FEBRUARY 2026

FOX WORLD TRAVEL INVOICES

IMPROVEMENTS

Locator Visibility

For ease, your locator will appear in the body of the email of your void, cancel, or refund invoice.

Search Capabilities: Invoice Status Type

In the Fox World Travel portal UW Invoice Search, invoices will be identified in an additional column by status.

Invoice Search					
<input type="text"/>		<input type="text"/>		<input type="button" value="SEARCH"/> <input type="button" value="CLEAR SEARCH"/>	
Passenger Name Record (PNR)	Travel Date	Invoice Sent Date	Trip Name	Type	
ABC 123	N/A	01-28-2026 at 9:05 am		Refund	<input type="button" value="VIEW"/>
ABC 123	N/A	01-24-2026 at 8:01 am	Orlando, FL	Void	<input type="button" value="VIEW"/>
ABC 123	N/A	01-23-2026 at 11:36 am	Orlando, FL	Cancellation	<input type="button" value="VIEW"/>
ABC 123	N/A	01-23-2026 at 10:52 am		Service Fee Only	<input type="button" value="VIEW"/>

Invoice statuses will include:

- Standard (Pre-Ticket)
- Standard: Regular, ticketed or booked itinerary
- Refund: Refunded airfare
- Void: Cancelled itinerary within 24 hours, resulting in no airfare charges
- Cancelled: Fully cancelled itinerary
- Service Fee Only: Service fee with no other itinerary

ENHANCEMENTS

Refunds

In the event your airfare is refunded, you will receive a refund invoice.

Subject line: REFUND – LAST NAME/FIRST NAME



If you need help,
please call 24/7/365
844-630-3853
608-710-4172
or try our [Live Chat](#)

WILLIAM NEVER (UWMSN)

Itinerary Refunded

This email is confirmation that this itinerary has been refunded, (less any applicable airline fees or penalties). Please consult [UW TravelWise](#) for information on cancelled itineraries.

Please retain a copy of this refund receipt for documentation and reconciliation purposes.

Traveler	Record Locator	Details
NEVER/WILLIAM	ABC123	Tkt#/Cf#: 0922832154 Itinerary: ARC Processed Fee Invoice #: 8900922832154 Invoice Amount: \$-31.50 Invoice Date: 01/27/26 Credit Card: American Express *****1849
Total Amount of Invoice -		\$-31.50

Voids

In the event you cancel your airfare within the void window (24 hours) you will receive a void invoice.

Subject line: VOID – LAST NAME/FIRST NAME



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WILLIAM NEVER (UWMSN)

Itinerary Voided

This email is confirmation that this itinerary has been cancelled and voided as requested. Please consult [UW TravelWise](#) for information on cancelled itineraries.

Airline tickets cancelled within 24 hours of ticket issuance are voided and refunded to the original form of payment. There will either be a charge and subsequent credit, or the pending airline charge will fall off the credit card, and no transaction will show on the statement.

Please retain a copy of this void receipt for documentation and reconciliation purposes.

Traveler	Record Locator	Details
NEVER/ WILLIAM	ABC123	Tkt#/Cf#: 0067399193566 Travel Date: 02/15/26 Itinerary: ORD-ATL Invoice #: 602702253 Invoice Amount: \$765.18 Invoice Date: 01/27/26 Credit Card: American Express *****1849
NEVER/ WILLIAM	ABC123	Tkt#/Cf#: 0922861203 Itinerary: ARC Processed Fee Invoice #: 8900922861203 Invoice Amount: \$31.50 Invoice Date: 01/27/26 Credit Card: American Express *****1849
VOID Total Amount -		\$796.68

Cancellations

In the event you cancel your entire itinerary, you will receive a cancel invoice.

Subject line: CANCEL – LAST NAME/FIRST NAME



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WILLIAM NEVER (UWMSN)

Itinerary Cancelled

This email is confirmation that this itinerary has been cancelled as requested. Please consult [UW TravelWise](#) for information on cancelled itineraries.

Non-refundable airline tickets will be filed under the traveler's name for future use. Employees may view their airline ticket credits in their Concur profile. Fox World Travel Agents have the ability to use and apply non-employee ticket credits. Voided airline tickets that were cancelled within 24 hours of ticket issuance will receive a separate email confirming void/refund.

Hotel cancellations are subject to the hotel rules and cancellation policies agreed upon when the hotel was booked.

Traveler	Record Locator	Details
NEVER/WILLIAM	ABC123	Tkt#/Cf#: 0067399193566 Travel Date: 02/15/26 Itinerary: ORD-ATL Invoice #: 602702253 Invoice Date: 01/27/26

CONSIDERATIONS

- Refundable tickets that are cancelled will still receive a cancellation invoice.
- If refunds are processed for a car rental or hotel, that is processed directly with the vendor and will not create a refund invoice from Fox World Travel.
- Invoice recipients of void, cancel, or refund invoices will be the same as the recipients of the original invoice.
- You will no longer receive cancellation notices directly from Concur.

- Reservations that are only partially cancelled will not receive a cancellation invoice.