



UNIVERSITIES OF  
WISCONSIN

# UW TRAVEL PROGRAM UPDATE

TRANSITION FROM TRAVEL INC TO FOX WORLD TRAVEL ON JULY, 1 2024



# UW TRAVEL TEAM INTRODUCTIONS

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**Terry Wilson** – Travel Manager, UW Madison

**Alma Ramirez** – Regional Travel Manager

- ✓ Supporting UW-Whitewater, UW-River Falls & UWSA

**Alyssa Totoraitis** – Regional Travel Manager

- ✓ Supporting UW-Milwaukee and UW-Parkside

**Ann Brennan** –Regional Travel Manager

- ✓ Supporting UW-La Crosse and UW-Platteville





# AGENDA

- Overview – We heard you
- Background and Benefits of Managed/Mandated Program
- Fox World Travel Transition
  - Timeline
  - What will stay the same
  - What is changing
- Financial Impact/Pricing Model
- Next Steps and Open Q&A



# OVERVIEW

Travel bookings managed by our required contracted vendor, Travel Incorporated, will be transitioned to Fox World Travel on July 1, 2024

This is a result of leadership's review and decision, based on feedback from travelers, arrangers, and administrators



# FACTORS LEADING TO THE DECISION

- Quality of service to travelers and amount of feedback we received
- Time to answer emails/phone calls
- Agent team make up and transparency
- Travel Inc has struggled to service/support many of UW's unique processes, resulting in a high number of complaints/issues
- Agents not properly trained on booking complex international itineraries
- We continue to get notified of major service issues weekly with Travel Inc, things are not “getting better”



# WHY MANDATE AIR TRAVEL BOOKINGS?

Why does UW have an air booking mandate, when most other universities do not?

- UW Highly controlled and audited by Wisconsin State Legislature
- To help offset the higher costs associated with UW policy thresholds (versus what the State allows)
- Leadership believes in duty of care/risk mitigation
- Mandate results in better data & contract savings
  - More than one million dollars in upfront airline discounts in the past year
- More universities are moving towards mandate



# BENEFITS OF MANAGED/MANDATED PROGRAM

- Duty of care
- Contract Savings
- Unused ticket management
- Carbon Footprint reporting
- CISI mandatory insurance verbiage included for campuses that have requirement in place
- Fly America Act reporting
- Export Control reporting
- Ability to ensure policy compliance (lowest logical fare)
- Source of truth for cost comparison
- Clery Act reporting
- Partner benefits can be used by agency (Delta Edge points, Southwest Partner credits, United Jetstream funds, etc.)



# TRANSITION TO FOX WORLD TRAVEL

1. Transition Timeline
2. Travel Inc/Fox transition items
3. What will stay the same
4. What will be changing







# TRANSITION TIMELINE

Wednesday, June 26

Final day of booking in Concur with Travel Inc.

Thursday, June 27  
– Monday, July 1

Concur unavailable

Thursday, June 27 –  
Sunday, June 30

Travel Inc. must be contacted for any  
immediate booking or support needs

Monday, July  
1

Fox World Travel must be contacted for  
any immediate booking or support needs

Tuesday,  
July 2

Concur is available under the new  
Fox World Travel configuration



# TRANSITION ITEMS

1. Use open ticket credits on file as soon as possible
2. Travel occurring during the transition dates of June 26 – July 1
  - Contact Travel Inc. if changes are needed through June 30th
  - Contact Fox World Travel if changes are needed on or after July 1st
3. Reservations booked with Travel Inc. before the July 1<sup>st</sup> transition date for travel on or after the July 1<sup>st</sup> Fox go-live date
  - All confirmed bookings will be transferred to Fox World Travel on July 1st. No action is required by the traveler/arranger
  - If any changes are required, Fox World Travel agents will have booking visibility and can assist
  - Trip name will be visible in Concur, but itinerary may not be, all changes must go through a Fox World Travel agent



# TRANSITION WEBINARS

- **March and April 2024: Travel Program Update** *These sessions!*
  - Overview of what is to come and high-level topics
  - The implementation process is underway with Fox World Travel
- **May and June 2024: New Non-Employee Booking Processes**
  - Replacing Administrative Groups
  - Dedicated session for current Administrative group leaders
- **June 2024: Traveler Transition Readiness Sessions**
  - Demo Fox-specific technology such as invoices, Fox Portal, past-date invoice retrieval, guest booking, flight monitoring, etc
- **July and August 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



# WHAT WILL STAY THE SAME

1. Concur will continue to be the online booking tool
  - Profiles will automatically transfer from Travel Inc. to Fox World Travel with all personal information, travel arrangers assigned, frequent traveler numbers, etc.
  - UW policy programmed in Concur will continue to match UW policies
  - Booking process will remain the same in Concur, but customized and improved
  - Concur messaging, Concur chat, specialized agency support, processing and invoicing
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



# WHAT WILL CHANGE

1. Required agency provider – from Travel Inc. to Fox World Travel
2. Invoicing improvements
  - Single invoice will be sent to the traveler and booker
  - Multiple e-itinerary and invoice emails discontinued
3. Agent improvements
  - Separate domestic and international support teams
  - International review of agent booked reservations
  - Designated support team of higher-education clients
4. Administrative group process discontinued
  - New booking processes
    - Guest Booking - requests for single one-off bookings
    - Custom Booking Solution (formerly know as Administrative Groups) – individualized policy, process, payment and approval requests

# FEE CHANGES



Fee Type	Fox Fees prior switch to Travel		
	Inc in 2020	Current - Travel Inc	Proposed - Fox Fee Model
Online Domestic	\$8.25	\$3.75	\$6.00
Online Int'l	\$18.25	\$3.75	\$6.00
Online car/hotel only	\$4.00	\$0.00	\$0.00
Cancellation of online booking by agent	\$10.00	\$0.00	\$0.00
Agent Touch Fee	\$10.00	\$0.00	\$0.00
Agent Domestic	\$25.00	\$18.00	\$31.50
Agent Group Domestic	\$30.00	\$18.00	\$31.50
Agent Intl	\$32.00	\$18.00	\$41.50
Agent Group Int'l	\$37.00	\$18.00	\$41.50
After-Hours	\$15.00	\$18.00	\$20.00
Admin Group Set-up	\$0.00	\$0.00	\$120.00

UW Overall (Systemwide) Transaction Type	% of Transactions
Online	60.5%
Agent Domestic	29%
Agent Int'l	10.4%



# MORE UPDATES TO COME!

As we continue to work on this transition with Travel Inc. and Fox World Travel we will provide regular updates via:

- UW TravelWise agency transition section
- FAQs
- Special Travel Newsletters
- Webinars/Trainings/Q & A Sessions
- Email communication updates



QUESTIONS?