Overview of the Custom Booking Solution

Custom Booking Solution (CBS) is a booking product that may be requested for **20 or more travelers**, allowing each traveler to book their tickets individually, while adhering to a custom policy. Typically utilized for travel coordinators who handle complex travel within a **defined start and end date** (maximum duration of one year). Examples include graduate school recruiting events, board meetings, conference travel, etc.

- CBS requires a standard set-up fee of $120 when establishing each new group.
- Note that the CBS request form is general in nature, and not UW-specific.
  - The travel coordinator will complete the request form to the best of their ability.
  - The more information that is provided, the better the Fox World Travel agents can assist the UW travelers.
  - Fox will typically contact the travel coordinator within 48 business hours of form submission and the group will be ready for booking within two weeks.
  - Any questions the travel coordinator has will be addressed when the Fox World Travel representative reaches out to establish the group.
- To minimize opportunity for fraud a group may be set-up in one of two ways:
  - Approvals **not required** before airline ticket issuance - A name list of all travelers booking under the individual group must be provided to Fox.
    - The traveler name list can be uploaded via the Fox Portal.
    - The traveler name list may be updated as needed via the Fox Portal.
  - Approvals **required** before airline ticket issuance – No name list is provided; traveler provides the assigned group code to Fox agent when booking.
    - After the traveler contacts Fox and reserves their flights, the booking will go to the identified UW approver and back-up approver prior to the ticket being issued.
- A Fox World Travel representative will contact the travel coordinator, typically within 48 business hours of request form submission. They will review the request form and any questions the travel coordinator has, discuss set-up, and obtain the credit card for the set-up fee.
- Standard domestic and international agent fees will apply when each airline ticket is issued.
- CBS groups may not be open indefinitely; usually groups are open until the end date of an event, but they may never be open for longer than a year.

Please consider using the One-Time Individual Booking Request Form. This will immediately create a booking request and avoid CBS set-up fees. Typically utilized for travel coordinators who are requesting a one-off reservation, or a low volume of reservations over time. The traveler will work with the travel agency directly to book based on the parameters of the individual request. Examples include guest speaker travel, interviewee travel, individual student travel, etc.
Submitting a new Custom Booking Solution request

NOTE that the request form is general in nature and NOT UW-specific.

If you are uncertain about what information to enter for a specific date or any other required field, please provide placeholder information. You will have an opportunity to discuss and finalize these details when contacted by Fox.

Fox will contact the travel coordinator to review the form submission, answer any questions, obtain the credit card to be used for the set-up fee and finalize the group configuration. Fox will typically contact the travel coordinator within 48 business hours and the group will be ready for booking within two weeks.

1. Access the Fox World Travel Portal via single sign-on.
2. Navigate to the “Group Travel Request Form” tab along the left side menu bar.
3. Click on “Request New Group”.
4. Selecting “Group Air Services” and clicking “Submit” will bring up the form.
Identify name for the new group.

Select “Agent Only”. This is the only option for UW.

Select either “Call-in with name list” (approvals optional) or “Call-in without name list” (approvals required).

Select if the destination for your group is domestic or international.

Leave blank if approvals are not required before ticketing. Select “All tickets” if approval is required. “All tickets” MUST be selected if not providing a name list of travelers to Fox.

Enter approximate number of travelers for group. Must be 20 or more.

Optional – Enter destination airport that travelers must fly to. For example, Madison.

Dates when the agency should start and end issuing airline tickets.

Date when travelers should arrive at the destination. If group is open ended, use the same date as the ticketing start date in previous step.

Time that flights should arrive by to ensure travelers can attend UW sponsored event.

Any notes that that the agency should know. For example, additional airline booking details.

Final date and time of travel. All airline tickets in the group should depart by these parameters. If group is open ended, use the same date as the ticketing end date.
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<thead>
<tr>
<th>Step</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>1</strong></td>
<td>Optional - Any notes on departure that the agency should know. For example, if there is a certain time travelers must depart after.</td>
</tr>
<tr>
<td><strong>2</strong></td>
<td>Optional - Select if hotels or car rentals are required. If yes, Fox will discuss requirements further.</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>Optional - Enter any emails that invoices/itineraries should be sent to for each booking.</td>
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<tr>
<td><strong>4</strong></td>
<td>Enter the primary travel coordinator’s information.</td>
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<tr>
<td><strong>5</strong></td>
<td>Select “Group/Department Credit Card” if the travel coordinator will be providing one form of payment for all bookings. Select “Individual Credit Card” if each traveler will be required to pay for their booking.</td>
</tr>
<tr>
<td><strong>X</strong></td>
<td>Optional / Select “No”. Does not apply to UW.</td>
</tr>
<tr>
<td>✔️</td>
<td>Click on “Continue to next steps” when form is complete. Note that an error message will display a message if any of the required fields are not complete.</td>
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The dashboard will then display and show the status of the request. Note that all boxes must be green before the new request can be submitted.

Click on “Step 2: Booking Parameters”

Note that there are only five required fields on this page. However, the more detailed information that is provided, the better Fox can assist travelers.

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<td><strong>1</strong></td>
<td>Optional – Enter the type of traveler. For example, students, interviewees, etc.</td>
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<tr>
<td><strong>2</strong></td>
<td>Optional – Use this area to define specific parameters/policy for the group.</td>
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<tr>
<td><strong>3</strong></td>
<td>Required – Answer yes/no if guest can attend. Enter additional policy details if needed.</td>
</tr>
<tr>
<td><strong>4</strong></td>
<td>Optional – Answer yes/no if the travelers can arrive early or stay longer.</td>
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<tr>
<td><strong>5</strong></td>
<td>Required – Answer yes/no if the travelers can deviate from dates/times specified. If yes is selected, travelers may arrive after event starts or leave before it ends.</td>
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<tr>
<td><strong>6</strong></td>
<td>Required – Answer yes/no if approval is required if traveler wants to extend their travel dates.</td>
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<tr>
<td><strong>7</strong></td>
<td>Required – If the traveler is allowed to deviate/extend from defined travel dates, select if the individual or UW are responsible for any additional costs.</td>
</tr>
</tbody>
</table>
On the rest of this booking parameters form, the only required field is “Are upgrades allowed?” If “yes,” select if the individual or UW will pay the fare difference between economy and the upgraded fare. All remaining fields are optional, but remember, the more information that is provided, the easier it is for Fox agents to assist travelers.

Optional – If approvals are required, enter the email of the primary approver and back-up approver. “Approved CC Emails” allows emails to be cc’d on the approval requests, but these emails are not authorized approvers.

Optional – Select yes/no if basic economy is allowed. Note: Basic economy is highly restricted. Usually UW travelers purchase normal economy/main cabin. The answer to this in most cases is no.

Optional – Answer yes/no if low-cost carriers are allowed. These include Allegiant, Frontier, Spirit, and Sun Country airlines. If yes, further specify the specific carriers and if baggage and seats are allowed to be purchased at time of ticketing.

Required – Answer yes/no if upgrades are allowed. If yes, select who will pay for the upgrade, the individual traveler, or the UW. Usually this would be the individual traveler.

Optional – Area to specify what Fox should do if the traveler is experiencing delays or cancellations when in travel status. Policy can be added to allow Fox to assist the traveler and change their ticket up to a certain dollar amount once the delay exceeds a defined number of hours. Additionally, the travel coordinator can provide direction on schedule changes and cancellations.

Click on “Continue to next steps” when form is complete. Note that an error message will display a message if any of the required fields are not complete.
The dashboard will display again, showing that only “Step 3” is left to complete.

Complete the UW reporting requirements for the booking.

Once all steps are completed and green, click “Submit for review” to send the request to Fox.

The request will be successful when the pop-up message is displayed. A Fox World Travel representative will contact the travel coordinator within 48 business hours of request form submission. They will review the request form and any questions the travel coordinator has, discuss set-up, and obtain the credit card for the set-up fee.
The travel coordinator will also receive a confirmation email with acknowledgement that the request was received and the information that was submitted on the form.

After speaking with the Fox representative to finalize group details, Fox will complete configuration and set-up within two weeks.
Once the group is ready for booking, Fox will email the travel coordinator with the group booking code and instructions that the travel coordinator will provide to their travelers to complete their reservations. Example email below. Actual email will include the Group Code travelers must provide when completing their booking.

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**Congratulations!** Your group has been successfully created! Please find below the confirmation details for your group.

**Group Name:** {insert name}
**Company Name:** {insert name}
**Group Code:** {insert group code}

Fox World Travel Higher Education Team:
608.710.4172 or 844.630.3853 Email: uwtravel@foxworldtravel.com
Fox World Travel Standard Business Hours
Monday - Friday 7:00am - 7:30pm CT

Emails are not responded to outside Fox World Travel standard business hours.
Additional fees will apply if calling outside of standard business hours.

**Group set fee:**
Group Air Set Up Fee: $120.00 per

**Fox Group Support Contact:** {insert name}
**Email:** foxgroupairsupport@foxxworldtravel.com

**Ticketing Review**
Confirmed Ticket Start Date: {insert date}
Confirmed Estimated Ticket End Date: {insert date}

**NOTE:** If there are any changes to your ticketing start date, kindly inform your designated Fox contact.
This will allow us to allocate resources accordingly and provide appropriate support for your group.

**Program Type:** Reservation Agent Only
**Booking Type:** Call-in Without Name List - Approval required for each reservation.

**Secondary language:**
Call in with name list. Please provide Fox with an approved list of traveler names expected to call in (first/last).
Name List may be imported via the FWT Portal/Group Travel tab.

**Credit Card:**
To submit your credit card details securely, please use link below (include Full card number, expiration date, Cardholder name and billing address). Once you have the card details added, you will be given a ‘message key’ which will be active for 24 hours. Once you have the code, please respond to this email for a team member to timely retrieve.  **ECURE LINK:** https://secure.foxworldtravel.com/

**Group Portal:**
Once logged in, you will see a tab called Group Travel. Group dashboard will be available to ticket & manifest reporting.
Booking Confirmation and Approval Process

1. Once the traveler has contacted Fox and completed their booking,
   a. If approval is not required, the itinerary will be ticketed and invoiced.
   b. If approval is required, a pre-ticket itinerary email will be sent to the UW approver and back-up approver (if applicable). The email will identify that approval is required and provide the flights and airfare estimate that the traveler requested.

The approver clicks on the link and is taken to their Fox World Travel Portal approval dashboard. They may approve the reservation or request changes.

Itinerary that the traveler selected, and airfare cost estimate are displayed on the pre-ticket itinerary email.

(Condensed here for clarity.)
2. The Fox World Travel Portal “UW Travel Requests” tab has four options:
   a. Dashboard – Allows the travel coordinator to view all requests they have submitted and their status.
   b. Create New Request – Allows the travel coordinator to submit a new request for a traveler.
   c. Invoice Search – Allows the travel coordinator to search for any UW invoice by airline ticket number or agency record locator.
   d. Approvals – Allows approvers to view the status of all their approvals. (Approvals tab only appears if the person logged in has been identified as an approver.)
Fox World Portal Management Dashboard, Name Lists, and Reporting

In the Fox World Travel Portal the travel coordinator may access their group’s booking activity. They may also view various arrival and departure reports, ticket cost reports and flight manifests.

Note: Passenger name list of everyone booking under the group code may be uploaded under “Import new passenger list”. Lists may be uploaded on demand as needed.

Once Fox has acknowledged receipt of the name list, it will appear under “processed passenger lists”.

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![Dashboard Image](image-url)