

NEW NON-EMPLOYEE BOOKING PROCESS

(REPLACEMENT FOR ADMINISTRATIVE GROUPS)

JUNE 6, 2024



INTRODUCTIONS

UW Team

- **Elizabeth Dressel** - ATP Expenses Design Team Co-Lead & Co-Director of Travel
- **Becky Kopidlansky** - Interim Co-Director of Travel
- **Terry Wilson** - Travel Manager, UW Madison
- **Alma Ramirez** - Regional Travel Manager
- **Alyssa Totoraitis** - Regional Travel Manager
- **Emily Stoffel** – Regional Travel Manager

Fox World Travel Team

- **Wanda Burdick** – Director of Operations
- **Kayla Kitchner** – Client Solutions Manager
- **Kelly Kuebli** – Operations Manager, Higher Education Team





AGENDA

Current state of Admin Groups, transition timeline and communications

Admin Group replacement overview and use cases

Fox World Travel Demo of One-Time Individual Booking Request Form

Fox World Travel Demo of Custom Booking Solution

Recap and Considerations

RETIREMENT OF ADMINISTRATIVE GROUPS ON JULY 1, 2024



Factors that lead to the decision to retire admin groups and create a new process for non-employee travel:

- ✓ Unconstrained concept of administrative groups led to ballooning of program and contributed to inability of Travel, Inc. to support groups successfully
 - 1,399 active Admin Groups (System-wide)
 - 490 used in the last 12 months
 - Of those 490 groups, 97 groups had more than 20 travelers
- ✓ Major source of ticketing errors and customer service failures due to complexity of administrative group requirements
- ✓ The current structure of administrative groups has an untenable level of risk exposure for fraudulent bookings

Vision with the new structure: To offer two options that meet the majority of traveler and travel coordinator needs, within reasonable constraints and a clear guiding framework that Fox World Travel is able to support, while lowering the risk exposure for fraud for both the university and the agency.



TIMELINE FOR RETIREMENT OF ADMIN GROUPS

Friday, May 31

- Was the final day to request/set-up a new Administrative Group with Travel Inc

June 1-June 30

- New bookings can be made with existing Admin Groups that were set up with Travel Inc. prior to May 31, 2024
- If you do not have an administrative group, non-employee bookings will have to be done in Concur using 'book for a guest' functionality or by the admin/UW employee calling Travel Inc to book on behalf of the guest

Sunday, June 30

- Last day to book using an Administrative Group Code including approval process
- Last day of booking with Travel Inc.

Monday, July 1

- First day of booking with Fox World Travel
- Replacement processes (discussed shortly) will be available with Fox World Travel





VITAL TRANSITION INFORMATION FOR ADMINS

With the discontinuation of Administrative Groups, individual active reservations will transfer to Fox **HOWEVER**, group specific information will **NOT** transfer to Fox with reservation data.

Reservation information that will not transfer:

- Payment information
- Group policies/parameters
- Approver information
- Approval process requirements

We recommend holding off on making new bookings with Travel Inc, for travel that is occurring after the transition date of July 1, 2024, whenever possible.

We understand this won't always be an option, which is why communicating with your travelers about the upcoming changes is crucial.



COMMUNICATION TO TRAVELERS (FROM UW TRAVEL TEAM)

On Monday, July 1, 2024, Universities of Wisconsin Travel Team will send communication to all travelers with a reservation that is transitioning from Travel Inc to Fox

Communication will include:

- Announcement of UW Travel Agency transition from Travel Incorporated to Fox World Travel
- Details regarding transition of Travel Inc booked reservations to Fox World Travel
- Instructions to contact Fox World Travel for support or changes to existing booking
 - A credit card and CVV code will need to be provided to Fox for any change that results in a fare increase
 - Travelers should be instructed (by their admin group leader) how changes to Travel Inc booked reservations will be handled
- Fox World Travel Business Hours and Contact Information



COMMUNICATION TO TRAVELERS (FROM ADMIN GROUP LEADER)

We highly recommend that Admin Group leaders contact travelers who will be in travel status during the transition period or that have future travel booked through an Admin Group code, and alert them of the change to Fox.

Additional information to consider/provide:

- Fox World Travel will support Travel Inc booked reservations after July 1, 2024, however:
 - Fox will have to work directly with the airline to make changes. Please allow additional processing time on these reservations.
 - Changes that result in a fare increase, will require someone to provide a credit card + CVV code at the time the change is made. Credit card data from Travel Inc *will not* be available to Fox World Travel agents.



COMMUNICATION TO TRAVELERS (FROM ADMIN GROUP LEADER)

- Admin Group leaders must decide how to handle post-transition changes to airline tickets that result in a fare increase and communicate this with your travelers
 - Option 1: Traveler pays for changes
 - Advise traveler to provide their credit card to Fox for any changes. UW may reimburse traveler through an expense report
 - Option 2: Admin Group leader/UW credit card holder pays for changes
 - Admin group leader/credit card holder would need to be alerted of changes and contact Fox to provide credit card information



FOX CONTACT INFO

Fox Employee Service/Individual Travel contact information:

Local: 608-710-4172
Toll Free: 844-630-3853
Email: UWtravel@foxworldtravel.com

Fox Group Block contact information:

Local: 920-933-4180
Email: foxgroupblock@foxworldtravel.com

*Phone/email will not be live until July 1st. Until then, there will be a recording that directs travelers back to Travel Inc.

Universities of Wisconsin
Travel Assistance



Wisconsin.edu/travel
uwstraveloffice@wisconsin.edu



Employee Service/Individual Travel
608-710-4172 or 844-630-3853
UWtravel@foxworldtravel.com

Group Blocks (10+ travelers)
foxgroupblock@foxworldtravel.com



OPTIONS FOR BOOKING GUEST/NON-PROFILED TRAVELERS

Concur Online Booking

\$6.00 per ticket

Coordinator books in Concur using "book for a guest" functionality

Fox Agent Booking

\$31.50 domestic
\$41.50 int'l

Coordinator calls Fox to book on behalf of guest

One-Time Individual Booking Request

\$31.50 domestic
\$41.50 int'l

Traveler books directly with Fox after coordinator authorizes

Custom Booking Solution (CBS)

\$120+ set-up
\$31.50 domestic
\$41.50 int'l

Multiple travelers book with Fox after establishing custom group



Individual Booking Form

One-off reservation requests or low volume over time

Entirely automated; Immediately creates a booking request and avoids CBS set-up fees

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

Custom Booking Solution

Managed ticketing and policy for 20 or more travelers

Complex travel within a defined start and end date

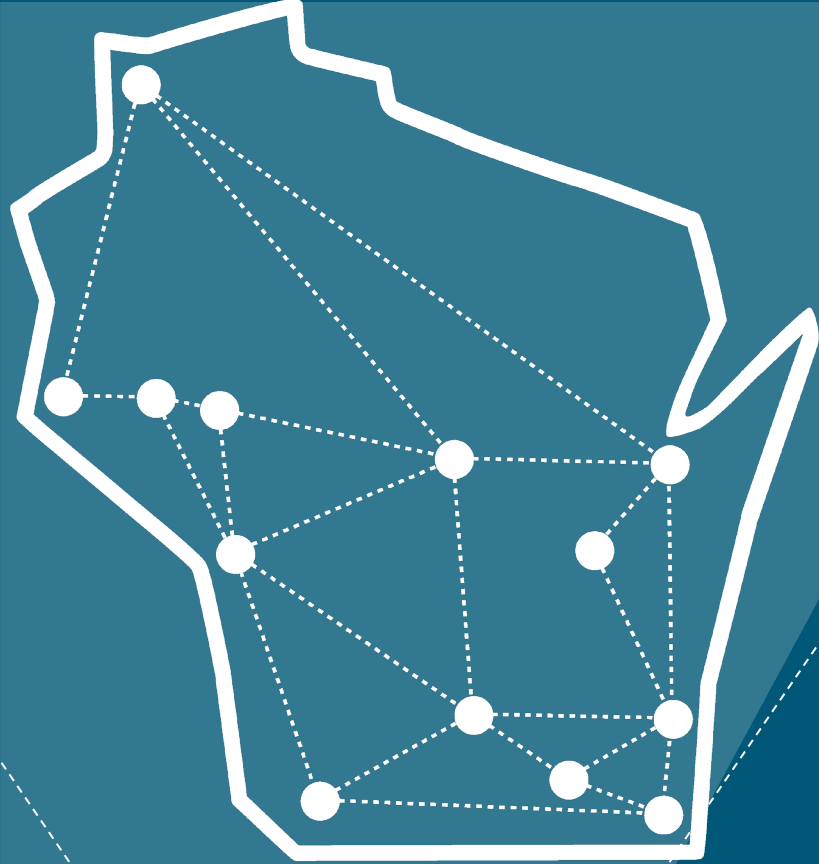
Each traveler books their ticket individually, while adhering to a custom policy

Examples include graduate school recruiting events, board meetings, conference travel

OVERVIEW



FOX DEMO OF ONE-TIME INDIVIDUAL BOOKING REQUEST FORM



ONE-TIME INDIVIDUAL
BOOKING REQUEST FORM -
AIDES

FOX PORTAL HOMEPAGE

The screenshot displays the Fox Portal homepage. On the left is a navigation sidebar with the 'FOX World Travel' logo and a user profile for 'UW System Admins...'. Below the profile is a 'Home' button with a dropdown arrow. A large red arrow points from this button down to the 'Travel Requests' menu item, which is highlighted with a red border. Other menu items include 'Fox', 'Company', 'HR', 'Unpro...', and 'Traveler Form'. The main content area is titled 'Fox Portal' and features a blue banner for 'UW TravelWise' with a link to visit the site. Below the banner are four summary cards: 'Upcoming Trips' (1 trip), 'Trips This Year' (1 total trip), 'Days Until Departure' (24 days), and 'Miles Traveled' (0 miles). At the bottom, there are two buttons: 'Make or Change Reservations' and 'Upcoming Itineraries'.

FOX Portal - Dashboard - UW System Administration

FOX World Travel

UW System Admins... ▾

Home ▾

Upcoming Trips
1 trip

Trips This Year
1 total trip

Days Until Departure
24 days

Miles Traveled
0 miles

Make or Change Reservations

Upcoming Itineraries

Travel Requests

ONE-TIME INDIVIDUAL BOOKING REQUEST FORM

After clicking on 'Travel Requests' from the Fox Portal Homepage you will be brought to the One-Time Individual Booking Request Form, to create a new travel request.

Please note the 4 options available in the upper right-hand corner of the request form.

One-time Individual Booking Request Form DASHBOARD CREATE NEW REQUEST INVOICE SEARCH APPROVALS

Traveler Information

Please Note: Traveler will get a copy of all form entry information submitted.

Please use your legal name as it appears on your government issued ID that you use when traveling.
(Driver's License or Passport)

First Name * Middle Initial Last Name *

Primary Traveler

Date of Birth Passport Number Frequent Flier Number


Work Phone Cell Phone Email *

[ADD GUEST TO SAME RESERVATION](#)

Additional Comments:

Travel Information

Departure Airport * Departure Date * Destination Airport * Destination Date *



ONE-TIME INDIVIDUAL BOOKING REQUEST FORM – DISCLAIMERS

Make sure to read and understand the disclaimer section at the bottom of the request form.

Disclaimer:

Travel request will remain active for 21 days. If no action is taken within 21 days, a new request will need to be submitted by the travel coordinator.

There are no options for approvals once travel has started. Fox will always attempt to accommodate travelers during disruptions. By submitting this form, you are agreeing to additional charges that may occur while the traveler is in travel status.

- Approval is required within 24 hours
- Airfare is not guaranteed until approved and ticketed
 - If airfare is greater than \$50 increase, a new reservation will be created and sent for approval
- If approval is not received within 24 hours, requester must submit a new reservation

FOX PORTAL TRAVEL REQUESTS DASHBOARD

The Fox Portal will give you access to:

- Travel Request Dashboard so you can keep track of pending requests
- New travel requests using the One Time-Individual Booking Request Form
- Invoice search tool
- Approvals Dashboard to keep track of itineraries that required approval

DASHBOARD

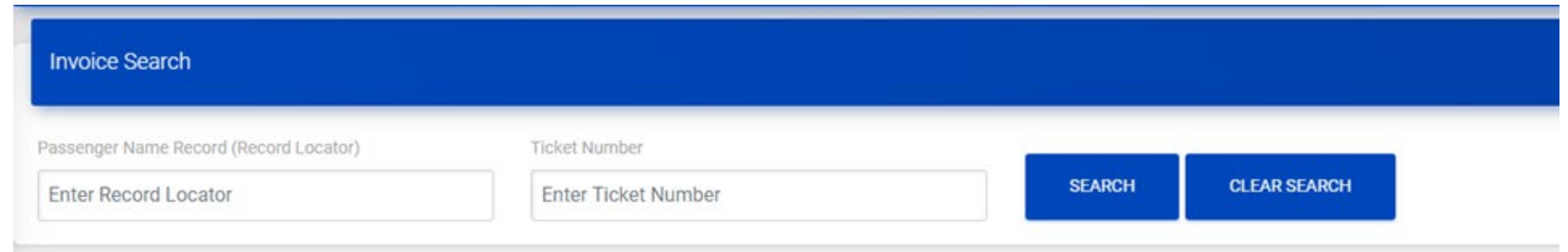
CREATE NEW REQUEST

INVOICE SEARCH

APPROVALS

INVOICE SEARCH

Like the current Travel Inc Invoice Search tool, the new Fox Invoice Search tool will also allow you to access any UW reservation with either a Fox Record Locator or a 10-digit ticket number.



The screenshot shows a web interface for an 'Invoice Search' tool. At the top, there is a blue header bar with the text 'Invoice Search'. Below this, the form is divided into two input sections. The first section is labeled 'Passenger Name Record (Record Locator)' and contains a text input field with the placeholder text 'Enter Record Locator'. The second section is labeled 'Ticket Number' and contains a text input field with the placeholder text 'Enter Ticket Number'. To the right of these input fields are two blue buttons: 'SEARCH' and 'CLEAR SEARCH'.

BOOKING REQUEST DASHBOARD

Booking Request Dashboard will help you keep track of your pending & booked travel request. It will also allow you to resend the request email (on next slide) to your travelers.

One-time Individual Booking Request Form

DASHBOARD CREATE NEW REQUEST INVOICE SEARCH APPROVALS

Dashboard

Search Count

Search ... 50

Booked Pending

RESET

Invoiced Status	Requester	Traveler Name	Date of Travel	Destination	Record Locator	Approvers	Approved By	Approval Date	Actions
Pending	Michael Guntow	Abu Bah	05-27-2024	ATL	7WR706	Michael Guntow Kelly Kuebli (Backup)			RESEND TRAVEL REQUEST EMAIL
Pending	Abu Bah	Abu Bah	05-17-2024	ATL	7VP0CL	Mike Guntow Karl Murray (Backup)	Mike Guntow	05-16-2024 11:17:00	RESEND TRAVEL REQUEST EMAIL
Pending	Abu Bah	Abu Bah	05-17-2024	ATL	7VNPBS	Mike Guntow Karl Murray (Backup)	Mike Guntow	05-16-2024 10:24:56	RESEND TRAVEL REQUEST EMAIL
Pending	Abu Bah	Abu Bah (Primary) Joe Burgess	05-17-2024	ATL	7VNF8C	Mike Guntow Karl Murray (Backup)			RESEND TRAVEL REQUEST EMAIL

TRAVEL REQUEST EMAIL

Following submission of the One-Time Individual Travel Request Form, an email will be sent to the coordinator and the traveler with the details of the request, as well as instructions for the traveler on next steps.

Attention Katie Dahl,

A travel request has been submitted for your upcoming UW System Administration trip.

To finish and confirm your trip arrangements, please contact Fox World Travel by phone, 844-630-3853 or 608-710-4172, or by email, uwtravel@foxworldtravel.com, at your earliest convenience.

You will need to provide the agent with the following trip confirmation code: 7XDSJT.

Please review the information below in regard to further details about your submitted travel request.

Traveler Information

- Guest Traveler Name: Katie Dahl
- Guest Traveler Mobile: 6082128085
- Guest Date of Birth: See Reservation Details
- Guest Cell Phone: 6082128085
- Additional Comments: specific notes

Itinerary Information

- Departure Airport: MSN
- Destination Airport: DFW
- Departure Date: 06/18/2024
- Destination Date: 06/19/2024

Coordination Information

- Coordinator Name: Kelly Kuebli
- Coordinator Email: 6082128085
- Coordinator Phone: kkuebli@foxworldtravel.com

Policy Information

- Is guest allowed to make changes once booked: No
- Authorize payment of any applicable airline change fees: No
- Traveler is allowed flexibility in booking around dates/airports: No

Approver Information

- Approver Name: Kelly Kuebli
- Approver Email: 6082128085
- Approver Phone: kkuebli@foxworldtravel.com

Travel request will remain active for 21 days. If no action is taken within 21 days, a new request will need to be submitted by the travel coordinator.

APPROVAL EMAIL

Approver will receive a pre-ticket itinerary. Click on link to go to the dashboard and approve reservation within 24 hours.

Note: Approval email will have cost of ticket listed at the bottom.

Pre Ticket Expense Summary



Please review itinerary to ensure all reservations are correct.

Airfare Estimate

Approximate amount of this itinerary → \$683.20

Amounts quoted above are subject to change prior to ticketing and not guaranteed until ticketed, and do not reflect additional, non-airfare expenses that may be incurred.



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

ABU BAH (UWSYS)

Pre-Ticket Itinerary Only

All Pre-Ticket Invoice Fares are Estimates Only

Approval Required

[Click here to approve this reservation or request changes](#)

Flight Information

Beginning May 7, 2025, every air traveler 18 years of age and older will be asked by a TSA agent at the airport to produce a "REAL ID"-compliant driver's license or another acceptable form of ID to fly within the United States. For questions regarding the "REAL ID" Act, please see <https://www.tsa.gov/real-id>

This reservation may be non-refundable/non-transferable.
Change fees may apply.
You must cancel this reservation prior to departure to retain any ticket value.



TRAVELER NOTICE - Baggage fee charges vary by airline and are subject to change. Please visit the operating carrier website of your ticketed itinerary for applicable fees
www.foxworldtravel.com/baggage-fees/

Please visit <https://www.dhs.gov/how-do-i-check-wait-times> for the most up to date wait time information.

Friday, May 17th		Delta Air Lines	
	CHA Chattanooga TN 5:30am	→ ATL Atlanta GA 6:23am Terminal: S	Economy Class
DL 2786		DL Confirmation JO2HBD	
53 mins 106 Miles (est) Boeing 717			
Are you missing out on frequent traveler benefits? Sign up for Delta SkyMiles .			
Advance Seat Assignment Currently Unavailable. We Will Monitor Your Seats Up Until Day Of Departure.			
Saturday, May 18th		Delta Air Lines	
	ATL Atlanta GA 10:27am	→ CHA Chattanooga TN 11:19am	Economy Class

APPROVAL PAGE

After changing status to 'Approve' and clicking 'Submit' the ticket will be issued automatically. If approval status is 'changes requested', email message will be sent to agent team.

Airfare cannot be guaranteed until the ticket is purchased. Delays can cause airfare to increase.



Details

Record Locator: 7WR706

Departure Date: 2024-05-27

Destination: ATL

Approval Status

Pending

Approval Notes:

Changes in pricing may occur. By checking this box you acknowledge that you are approving the travel request and any changes in pricing or itinerary.

I understand and acknowledge the above statement

SUBMIT

APPROVAL DASHBOARD

This dashboard is used for informational/view only purposes. Tickets must be approved via the email notification.

One-time Individual Booking Request Form

DASHBOARD CREATE NEW REQUEST INVOICE SEARCH APPROVALS

Pending Approvals

Requester	Traveler Name	Date of Travel	Destination	Record Locator	Actions
Abu Bah	Abu Bah (Primary) Joe Burgess	05-17-2024	ATL	7VNF8C	NEW APPROVAL
Michael Guntow	Abu Bah	05-27-2024	ATL	7WR706	NEW APPROVAL

Approved

Requester	Traveler Name	Date of Travel	Destination	Record Locator	Actions
Abu Bah	Abu Bah	05-17-2024	ATL	7VNPBS	VIEW APPROVAL
Abu Bah	Abu Bah	05-17-2024	ATL	7VPOCL	VIEW APPROVAL

Booked

Requester	Traveler Name	Date of Travel	Destination	Record Locator	Actions
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CUSTOM BOOKING SOLUTION - AIDES

Note: 'How to' documents/job aides are still being developed and following CBS slides are working drafts of what the final product will look like.

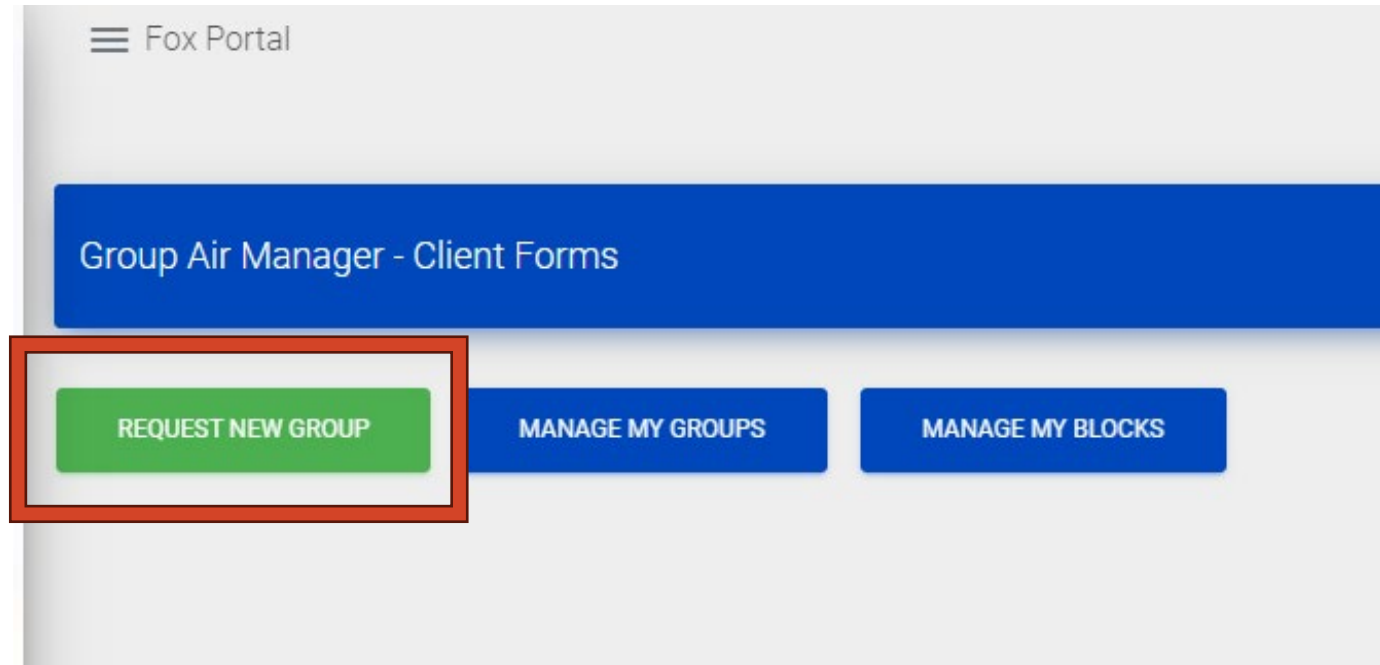
FOX PORTAL HOMEPAGE – CUSTOM BOOKING SOLUTION ACCESS

The screenshot displays the Fox Portal homepage. On the left is a navigation menu with the following items: UW System Admins..., Fox Invoices, Fox Company Invoices, Travel Scorecards, Concierge, IBank, Universal Library, Group Travel, **Group Travel Request Form** (highlighted with a red box and a red arrow), and Ticket Inspector. The main content area features a header for 'UW TravelWise' with a link to visit the site. Below this are four dashboard cards: 'Upcoming Trips' (0 trips), 'Trips This Year' (0 total trips), 'Days Until Departure' (0 days), and 'Miles Traveled' (0 miles). A blue bar offers to 'Make or Change Reservations', and a cyan bar prompts to 'Add your Concur Account'. A section for 'Contact a Travel Agent' includes a 'BOOK ONLINE' button, phone numbers (608.710.4172 and 844.630.3853), and email (uwtravel@foxworldtravel.com). An 'Upcoming Itineraries' section shows no current trips. At the bottom, an 'Airline Disruption Waivers' table lists policies for Delta and United.

Airline	Policy	Expires
	Waiver Policy	2030-12-31 00:00:00
	BOOKING CLASS REALIGNMENT	2099-12-31 00:00:00

CUSTOM BOOKING SOLUTION REQUEST FORM

Click on 'Request New Group' and complete form to set up Custom Booking Solution (CBS)



CUSTOM BOOKING SOLUTION REQUEST FORM

Under Service Type, select Custom Booking Solution. Then click the green 'SUBMIT' button.

Group Air Manager - Client Forms

Client Forms / Request Group Travel Services

Request Group Travel Services

Service Type

Group Air Services Group Block Services

Group Air Services: Group Air involves individually managed tickets for a group of 10 or more travelers who are traveling to the same destination during the same meeting or event dates. This service allows each traveler to book their tickets individually, while still adhering to the permitted group travel policy.

Group Block Services: A Group Block refers to the reservation of 10 or more tickets with a specific airline through a special contract. This arrangement ensures that all travelers are booked on the same flights for their round trip, and a single form of payment is used for all tickets. Group Blocks are typically utilized for group travel when all attendees are flying the same route. The Group Leader will provide the final ticketing requirements to Fox.

SUBMIT

DRAFT

CUSTOM BOOKING SOLUTION REQUEST FORM

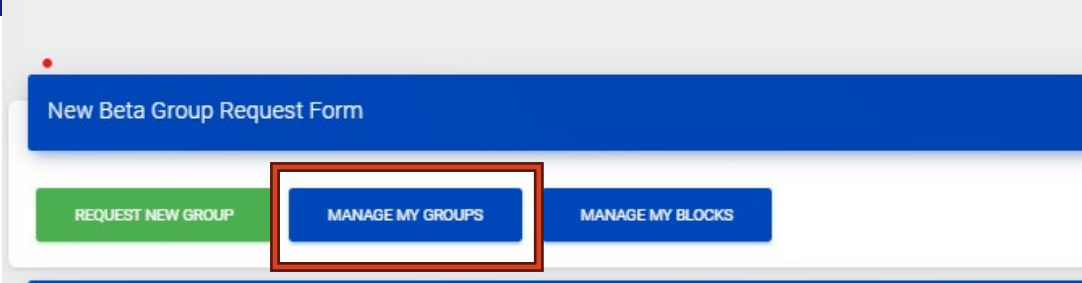
Group General - Create [Manage Groups](#)

Group Name	Program Type	Booking Type	Geographic Type
<input type="text"/>	<input type="text" value="v"/>	<input type="text" value="v"/>	<input type="text" value="v"/>
Approval Type			
<input type="text" value="v"/>			
Number of Travelers	Destination Airport Codes [?]	Ticket Start Date: [?]	Ticketing End Date:
<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>
	<input type="button" value="ADD CITY"/>		
Arrival Date:	Arrive By Time:		
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="Select time"/>		
First Activity Note:			
<input type="text"/>			
Return Date:	Return After Time:		
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="Select time"/>		
Last Activity Note:			
<input type="text"/>			
Event Event Code (PNR Match)	Do you have hotel or ground transportation details?	Allow Car Rentals	
<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	
Additional Emails For Invoice [?]			
<input type="text"/>			
<input type="button" value="ADD EMAIL"/>			
Contact Name	Contact Phone Number		
<input type="text"/>	<input type="text"/>		
Backup Contact Name	Backup Contact Email	Backup Contact Phone Number	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Airline Ticket Form of Payment			
<input type="text" value="v"/>			
Flight Monitoring [?]	Flight Monitoring Emails [?]	Flight Monitoring CC Emails [?]	
<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>	<input type="text"/>	
	<input type="button" value="ADD EMAIL"/>	<input type="button" value="ADD EMAIL"/>	
<input type="button" value="CONTINUE TO NEXT STEPS"/>			

DRAFT

CUSTOM BOOKING SOLUTION DASHBOARD/GROUP MANAGEMENT

The 'Manage My Groups' tab will allow you to see the specifics for and manage each CBS you have established.



Group Air Services

All steps are required to submit a group. Green steps are completed while yellow steps are incomplete.

DRAFT

Group Name	Forms				Status	Actions
Testing Wanda 100	Step 1: General Info	Step 2: Booking Params	Step 3: Hotel/Transportation	Step 4: Namefield Remarks	approved	SUBMIT FOR REVIEW
Annual Sales Meeting	Step 1: General Info	Step 2: Booking Params	Step 3: Hotel/Transportation	Step 4: Namefield Remarks	approved	SUBMIT FOR REVIEW



RECAP OF ONE-TIME INDIVIDUAL BOOKING REQUEST FORM

One-Time Individual Booking Request Form is the replacement for the current Administrative Group process for one-off bookings, or a low volume of bookings over time.

Below is an outline of some of the similarities and differences between the OTIBRF, and the current Administrative Group process.

Similarities

- ✓ Can accommodate non-employee/guest, students, or employees
- ✓ Optional approval process
- ✓ Option for traveler to pay
- ✓ Allows Admin/requester to set booking parameters

Differences

- ✓ A new form must be completed/submitted for each travel request
1 form = 1 trip request
- ✓ Credit card is required to be entered on each form
- ✓ If not approved (by approver) within 24-hours of traveler making reservation, a new request form will have to be submitted (by the admin) and the process will start over



RECAP OF CUSTOM BOOKING SOLUTION

Custom Booking Solution is the replacement for the current Administrative Groups that have complex or high volume of travel. Below is an outline of some of the similarities and differences between the new CBS process, and the current Administrative Group process.

Similarities

- ✓ Can accommodate non-employee/guest, students, or employees
- ✓ Option for a p-card on file or traveler to pay
- ✓ Allows Admin/requester to set booking parameters
- ✓ Provides a single booking code to provide to all travelers in that group

Differences

- ✓ Intended for specific events or use cases with defined start and end dates
- ✓ Set up for a maximum duration of 12 months
- ✓ \$120+ to establish each group
- ✓ Approval required if not providing a name list
- ✓ Approval optional if providing a name list
- ✓ Up to two-week turnaround to establish



CONSIDERATIONS



UW policy defines “...lowest, logical..” airline price. Fox agents will provide the lowest price, but the traveler might choose something different that they consider more “logical”.



Logical is subjective and if price is a critical factor, we recommend the approver option is added, or that the booking is completed in Concur by the coordinator.



It is the responsibility of the coordinator or approver to determine if the traveler selected option is the most logical option for the business requirements.



You may set-up booking parameters, policies, approvals, etc. all of which Fox World Travel will work within.



All tickets/approvals/costs are ultimately the responsibility of the University. If coordinators, travelers, approvers aren't trusted in the process, a trusted UW employee should be booking on their behalf.



Regardless of approval set-up, Fox will always try to assist travelers delayed or stranded while in Travel Status. By using these processes, additional costs may be incurred by each department/division.



THANK YOU FOR ATTENDING



APPENDIX:

SERVICE FEE CHANGES



Fee Type	Fox Fee Model - 2024	Travel Inc Fees (Current)	Fox Fees prior to July 2020
Online Domestic	\$6.00	\$3.75	\$8.25
Online Int'l	\$6.00	\$3.75	\$18.25
Online car/hotel only	\$0.00	\$0.00	\$4.00
Cancellation of online booking by agent	\$0.00	\$0.00	\$10.00
Agent Touch Fee	\$0.00	\$0.00	\$10.00
Agent Domestic	\$31.50	\$18.00	\$25.00
Agent Intl	\$41.50	\$18.00	\$32.00
After-Hours	\$20.00	\$18.00	\$15.00
Custom Booking Solution (CBS) Annual Set-up*	\$120.00 minimum, additional fees may apply	N/A	N/A

*Custom Booking Solution is not currently available and will be developed based on need.

Group Block Air Ticket Transaction	
Group Air sourcing and pre-ticketing*	\$205.00
Each domestic airline ticket issued or exchanged.	\$42.25
Each international airline ticket issued or exchanged.	\$49.25
Non-Air Sourcing Fee	
Nonrefundable sourcing fee paid when sourcing is requested.	\$100.00
Employee Travel Services Unused Ticket Exchanges	
Each domestic airline ticket issued or exchanged directly with an agent.	\$51.00
Each international airline ticket issued or exchanged directly with an agent.	\$65.00
Fox Emergency Service per call surcharge.	
Hours: 7:30pm – 7:00am CST, holidays and weekends.	\$20.00
Per void, refund or cancellation.	\$10.00

*Paid as a fee each time sourcing is requested. If group is ticketed, sourcing fee can either be applied against ticketing fees or refunded. If group is not ticketed, the sourcing fee is nonrefundable.

Airline sourcing quotes expire at varying times (based on carrier policy), typically between 30-45 days from the initial quote. If quote expires prior to confirming group and a new sourcing is requested, an additional \$205 sourcing fee will be charged.

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



OPTIONS FOR BOOKING GUEST/NON-PROFILED TRAVELERS

Initially, there will be 3 options for booking guests, students and other non-employee travel

1. Coordinator books in Concur using 'Book for a guest' functionality
2. Coordinator books on behalf of guest by calling Fox
3. Traveler books directly with Fox after coordinator authorizes booking through *One-Time Individual Booking Request Form*
 - This process is the replacement for Administrative Groups

If you decide that none of the above options fit your needs, a paid custom solution may be available in the future

4. Traveler books directly with Fox after coordinator establishes a *Custom Booking Solution (CBS)*
 - Requirement to provide a business case as to why it is needed
 - Annual fee starting at \$120, to develop, set-up, and maintain



OPTIONS FOR BOOKING GUEST/NON-PROFILED TRAVELERS

1. **Coordinator books** in Concur using 'Book for a guest' functionality
 - Lowest cost option!
 - Online fee = \$6.00 for a domestic or international reservation
 - This functionality exists today with Travel Inc and is available to all employees with Concur profiles
 - Should be used when coordinator wants to book online on behalf of the guest
 - This is the only option to book non-employee travel online
 - Coordinator must collect and enter all information from the traveler, including full/legal name, DOB, gender, cell # and email, prior to making the booking
 - A credit card would have to be entered at the time of booking if not already stored in Coordinator's Concur profile

Trip Search

Booking for myself **Book for a guest**

If adding personal travel to a business trip, a **valid cost comparison** is required at the time of booking.

Flight Search

Round Trip One Way Multi City

From Find an airport | Select multiple airports

To Find an airport | Select multiple airports

Search

Show More



OPTIONS FOR BOOKING GUEST/NON-PROFILED TRAVELERS

2. Coordinator calls Fox to book on behalf of guest

- Coordinator must have their own Concur profile to be able to call Fox to book
- This method should be used when the coordinator wants to book for the traveler and the traveler would not have any contact with Fox
- Coordinator must collect all information from the traveler, including full/legal name, DOB, gender, cell # and email, prior to calling Fox to book the trip
- A credit card would have to be provided at the time of booking
- Email confirmation is sent to both coordinator and traveler
- Service fees
 - \$31.50 per ticket for a domestic agent booking
 - \$41.50 per ticket for an international agent booking



OPTIONS FOR BOOKING GUEST/NON-PROFILED TRAVELERS

3. One-Time Individual Booking Request Form

- Coordinator completes request form to authorize Fox to work directly with Traveler
- Traveler receives email notification advising them to contact Fox to book trip
 - A booking code is provided in the email that traveler will reference when calling
 - Traveler has 21 days to complete reservation from time of form submission
- Coordinator has option to require pre-ticketing approval
- Coordinator can monitor process via Fox Portal Dashboard
 - Fox Portal is like the Travel Inc Hub
 - Will replace Travel Inc Hub
 - Will be accessible via Single Sign-on (SSO)
 - Will house one-time individual booking request form
 - Approvals dashboard access
 - Invoice retrieval will be available
- Coordinator receives copy of final eInvoice
- Service fees for using the form are the same as all other individual reservations
 - \$31.50 per ticket for domestic reservations
 - \$41.50 per ticket for international reservations
- Fox will review process shortly



LOOKING AHEAD TO EXCITING CHANGES

- Agency support improvements
 - Dedicated Fox agents that support Concur
 - Dedicated higher education team
 - Designated international agents and international review team
 - On-demand chat in Concur with Fox's technical support or agent teams
- Replacement to the Administrative Group booking process
 - New "One-time Individual Booking Request Form"
 - New dashboard for administrators to manage their individual booking requests



ANTICIPATED TRANSITION CHALLENGES

Change is
hard

Ever tried to bend a coin?



- Unused ticket utilization
 - Encourage travelers to rebook unused ticket credits prior to July 1st transition date – easiest option!
 - Travel Inc agreed to support unused tickets for 3 months post transition for a higher service fee – not ideal
 - No ability to use/access unused ticket (regardless of airline expiration date), after September 30, 2024
- Active reservation transfer
- Administrative Group process replacement



FOX TRANSITION – WEBINARS/TRAININGS

- **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 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
- **September 2024: Back to school/back to travel sessions**
- **October 2024 (estimated): Canvas Training for non-employee travel processes**

*To register for transition sessions, visit [UW TravelWise Agency Transition](#) webpage



REMINDERS: TRANSITION SPECIFICS

1. Encourage travelers to use open/unused ticket credits on file as soon as possible
 - Round 1 of emails have been sent
 - UW Travel Team will send out a 2nd round of emails in late May
 - Review of Open Ticket Guidance
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 1st transition date for travel on or after the July 1st Fox go-live date
 - All confirmed bookings will be transferred to Fox World Travel on July 1st. No action is required by the traveler/coordinator
 - 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