

# **Travel Services Open House**

## **Updates and Review of the UW Travel Program**

### **April 2022**

# UW Travel Team Introductions

- Becky Kopidlansky – Interim Director of Travel
- Jesse Funk – Regional Travel Manager
  - Supporting UW-La Crosse and UW-Platteville
- Alyssa Totoraitis – Regional Travel Manager
  - Supporting UW-Milwaukee and UW-Parkside
- Alma Ramirez – Regional Travel Manager
  - Supporting UW-Whitewater, UW-River Falls & UWSA



# Agenda



Meet the UW System Travel Team



State of the industry Review of Agencies



Focus on Travel Incorporated



Policy Overview and Highlights



Review of Concur, TravelWise Website and Additional Resources



Q & A

# UW Campuses - Travel Update

- UW Campuses are traveling again!
- UW Travel has seen a return to 80% + of pre-pandemic levels over the last 2 months.
- All campuses (with the exception of UWSA) have opened Concur for domestic bookings.
- Some campuses have opened Concur for International bookings
- Many campuses have lifted all travel restrictions
  - ✓ Visit UW TravelWise [Campus Specific COVID-19 Travel Restrictions](#) section for information on your campus
  - ✓ Reach out to your campus travel manager for more information


# State of Travel Industry – Facts and Challenges

- In February 2022, travel spending was only 6% below 2019 levels
- Nearly nine in 10 Americans (85%) are expecting to travel this summer (46% plan to fly)
- More than three-quarters (77%) of business travelers and 64% of employed Americans agree it is more important than ever to bring back business travel
- Pilot shortages and recent fuel increases have resulted in the canceling thousands of flights
- Less seat availability as a result of cancellations, extensive airline schedule changes and staffing shortages industry-wide, have led to longer than normal hold times with airlines and TMCs.

# State of Travel Industry – What does this mean for me?

- Longer hold times with agencies as the industry tries to catch up with increased demands.
- Longer TSA lines
- Arrive at the airport early and be prepared for long lines
- Reconfirm your flight!
- More Self-service options being offered (and encouraged)
  - ✓ Use of Concur for booking
  - ✓ Use of Concur for cost-comparison
  - ✓ Use of Travel Inc Hub for personal invoice retrieval
  - ✓ How to navigate the TI e-Itinerary (for travelers and arrangers) for invoice retrieval
- Utilizing Campus Travel Manager for assistance with policy, planning and booking questions.

# Travel Agency Vendor Guide

		
<p><b>Employee Services</b></p> <p>Will be used for majority of travel not NCAA related and not part of a group block of 10 or more from the UW</p> <ul style="list-style-type: none"> <li>• Individual travel (employees, guests, students)</li> <li>• Administrative Groups</li> </ul>	<p><b>University Group Block Services</b></p> <p>Must be used for all groups of 10 or more where:</p> <ul style="list-style-type: none"> <li>• Attendees are flying together on the same flight which requires direct agreements with the airlines to set up</li> </ul>	<p><b>NCAA Athletics Services</b></p> <p>Must be used for all NCAA related travel (individuals and groups)</p>
<p><b>Dedicated Team Business Hours:</b> 7 am CST-8 pm CST Monday-Friday, excluding Holiday</p>	<p><b>Dedicated Team Business Hours:</b> 8 am CST-5 pm CST Monday-Friday, excluding Holiday</p>	<p><b>Dedicated Team Business Hours:</b> 8 am CST-5 pm CST Monday-Friday, excluding Holiday</p>

Links to information for:

[Travel Incorporated](#)

[Fox World Travel](#)

[Shorts Travel Management](#)

# Policy Highlights - Air

- Booking with third party sites, such as Expedia.com, or directly on airline site is not reimbursable
- Preferred vendors are Delta, American Airlines, United, Southwest
  - ✓ Other airlines are allowed to be booked
- Airfare can be paid with either a University P-card or a personal credit card (UW-Platteville uses a “ghost” card)
- Basic Economy fares are not shown on Concur. Must be requested in order to book that fare class





# Policy Highlights - Hotel

- Best Practice: Booked with a Travel Inc consultant or in Concur
  - ✓ Conference hotels are an exception and can be booked directly with the conference hotel at the rate that the conference dictates.
    - ✓ <https://www.wisconsin.edu/travel/planning/conference-travel/>
  - ✓ Group bookings can be booked with designated agency or work directly with hotel
- Rates must be below the rate maximum, based on per-person
  - ✓ Verify max rate for your location via [Lodging and Per Diem Calculator](#)
- Preferred hotels should be used whenever available
- As of July 2020, policy allows Airbnb bookings

# Policy Highlights - Ground

- Must be an authorized driver through Risk Management to drive on University Business
- Car Rental Contracts:
  - ✓ First Choice - Enterprise/National - Big10 contract
  - ✓ Second Choice - Hertz
  - ✓ Book with a Travel, Inc. consultant or in Concur
  - ✓ Never accept extras such as fuel service, GPS, Roadside Assistance, etc. These are not reimbursable
  - ✓ Traveler is expected to refuel car prior to return –receipts required
  - ✓ Preferred is to book standard, able to book up to full size SUV if needed (as of July 2020)

# Mileage Reimbursement

When driving your personal vehicle for University-sponsored business, you will be reimbursed for mileage. MapQuest or Google Maps are the official tools for determining the most direct route. The following rates apply:

- Standard Rate
  - ✓ On/after 1/1/22: \$0.585 per mile
- Turndown Rate – Check with your campus travel manager
  - ✓ On/after 1/1/22: \$0.375 per mile

# Individual Meal Per Diems

- Per Diem is an allowance provided for individual meals and incidentals. No receipts required
  - ✓ The amount varies by location
  - ✓ This is provided for any overnight travel
  - ✓ Important to include conference documentation in expense reporting to document provided meals
- Day Trip Allowance is \$15 (taxable) and provided for day trips
  - ✓ No receipts required

# Tax Exemption

- Wisconsin

- ✓ The Wisconsin sales and use tax provides an exemption from payment of state, county, and local tax.
- ✓ Travelers seeking Wisconsin sales tax exemption for business lodging, meals, and vehicle rentals should present the Department of Revenue approved tax-exempt wallet card (***obtain your card from your institution's business office***)

- Other States

- ✓ University of Wisconsin System may have various Sales and Use Tax Exemptions when making purchases other states. Review the TravelWise site for more details.
- If you are unable to receive exception, make note of reason why on expense report

# Did you know...

- Travel Sustainability
  - UW System Travel is partnering with campus sustainability leaders to see how we can make an impact. Travel is one of the leading causes of carbon pollution – every choice matters. If you're interested in learning how to travel more sustainably and want to voice your personal commitment, take the [Travel Sustainability Pledge](#).
- [Personal Use Contracts](#) – Enterprise and Select Hotels
  - Enterprise/National has extended our contracted rate for personal use. Eligible renters: Any University employee for personal use only, Student Organizations or Clubs, Intramural Sports Organizations or Clubs. [Book using the personal rental portal link](#).
- [Administrative Groups](#) – Want guests to book directly with the agency? Talk to your travel manager to find out more about admin groups.
- Self Paced Travel Training
  - Online Training Available via Canvas. [Course Self Enrollment](#) is available via TravelWise

# E-Itineraries & Invoice Samples

Date: 04/10/2020  
 Record Locator: 3MHBFC  
 Travelers:  
 Dressel, Elizabeth  
 Agent: karen.young@travelinc.com

Agency Information  
 4355 River Green Parkway  
 Duluth GA, 30096  
 7702914200



Thu, Oct 01 2020  
 4:39 PM depart **Madison (MSN) to Los Angeles (LAX)** — Confirmation No. C4LF9G  
**United Airlines**  
 Flight 5962  
 OPERATED BY SKYWEST DBA UNITED EXPRESS  
 PLEASE CHECK-IN WITH THE OPERATING CARRIER  
**Takeoff:** 4:39 PM  
 Madison, WI  
 Economy [ Q ] Class | Food and Beverage for Purchase | 4h 15m  
**Landing:** 6:54 PM (Terminal: 7)  
 Los Angeles, CA

**Travelers:**  
 Name: Dressel, Elizabeth Ticket #: 016-7418806374 Seat: 24B

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6:54 PM pick-up **National** Confirmation No. 12345—  
 Phone: 800 328-4300  
 Pickup Location: Los Angeles International Airport  
 Car Description: 2/4 Door Intermediate Automatic AC  
 Daily Rate: \$31.00 200MI .21MI MI  
 Corp Discount No.: xxxxZ076  
 Customer ID: xxxx  
 Driver:

3:00 PM check-in **Crowne Plaza Lax** Confirmation No. 12345—  
 Address: 5985 W Century Blvd LOS Angeles Ca 90045  
 Nights: 1  
 Guarantee Info: Visa \*\*\*\*\*1111  
 Other Info:  
 Nightly Rate: \$119.20  
 Phone: 1-310-642-7500 Fax: 1-310-649-4035  
 Rooms: 1 room  
 Room Desc:  
 Cancel Policy: Cancel By 48hrs Prior To Arrival Local Hotel Time To Avoid Billing. You Must Contact Hotel Or Agency For Change Or Cancellation.

Fri, Oct 02 2020  
 check-out **Crowne Plaza Lax** Confirmation No. 12345—  
 drop-off **National** Confirmation No. 12345—

**Additional Information:**

- If Your Trip Includes Air Travel Plan To Arrive At The Airport A Minimum Of 2 Hrs Prior To Departure.
- Approved Government Issued Photo Id And Boarding Pass Required For Airport Security And Check-In.
- Refer To [www.dhs.gov/real-id](http://www.dhs.gov/real-id) To Verify List Of Approved Government Ids.
- For Us Airport Travel Tips Refer To [www.tsa.gov](http://www.tsa.gov).

E-Itinerary Sample



Ticket Number 016-7418806374  
 Account # U02320  
 Issue Date Fri, Apr 10, 2020  
 Booking ID 3MHBFC  
 Issuing Location 92I  
 Booking Agent ID UE  
 Transaction Type Electronic Ticket  
 Booking Currency USD

Name: Dressel/Elizabeth

Type	Carrier Equip	Flight # / Class Fare Basis	Travel Dates	City - Airport	Time
✈	UNITED AIRLINES E7W	5962 / Q QAAZAFEN Confirmation: C4LF9G	Thu, 10/01/2020 Thu, 10/01/2020	Leave : MADISON (MSN) Arrive : LOS ANGELES (LAX)	439P 654P
🚗	Vendor: Pickup City: Dropoff City: Confirmation Number: GalaxyNet Status:	NATIONAL LOS ANGELES (LAX) LOS ANGELES (LAX) 12345		Pickup: Return: Your Daily Rate: Number of Cars: Number of People: Car Type:	Thu, 10/01/2020 Fri, 10/02/2020 \$31.00 1 1 ICAR
🏨	Hotel: Address:	Crowne Plaza Lax 5985 W Century Blvd Los Angeles, CA 90045		Check In: Check Out: Your Nightly Rate: Number of Rooms: Number of People: Room Type:	Thu, 10/01/2020 Fri, 10/02/2020 \$119.20 1 1 ATK
	Confirmation Number: Phone Number: GalaxyNet Status:	12345 1 (310) 642-7500			
	Fare				\$371.00
	Tax				\$10.10
	Total Amount				\$381.10
	Amount Charged				\$381.10

Invoice Sample

**Thank you!**