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

Overview of Timeline, Communication & Contact Information

What’s Staying the Same & What’s Changing

Fox World Travel Product Overview & Demos

Exciting Changes & Anticipated Challenges

Upcoming Webinars & Recap
<table>
<thead>
<tr>
<th>Date Range</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, June 26</td>
<td>Final day of booking in Concur with Travel Inc.</td>
</tr>
<tr>
<td>Thursday, June 27 – Monday, July 1</td>
<td>Concur unavailable</td>
</tr>
<tr>
<td>Thursday, June 27 – Sunday, June 30</td>
<td>Travel Inc. must be contacted for any immediate booking or support needs</td>
</tr>
<tr>
<td>Monday, July 1</td>
<td>Fox World Travel must be contacted for any immediate booking or support needs</td>
</tr>
<tr>
<td>Tuesday, July 2</td>
<td>Concur is available under the new Fox World Travel configuration</td>
</tr>
</tbody>
</table>
1. Encourage travelers to use open/unused ticket credits on file as soon as possible
   • Review of Open Ticket Guidance on Travel Wise
   • All open/unused tickets must be used by end of September
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\textsuperscript{st} transition date for travel on or after the July 1\textsuperscript{st} 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
4. Concur will be unavailable June 27-July 1
Universities of Wisconsin System Administration will send out an email to all Concur users on June 26, 2024.
Universities of Wisconsin System Administration will send out an email to all travelers with a future reservation on June 30th, 2024.

Subject Line: Important Information for your upcoming UW travel

Greetings,

You are receiving this email because you have an upcoming Universities of Wisconsin trip that was booked with Travel Incorporated.

As of Monday, July 1st, UW Travel Services will be transitioned from Travel Incorporated to Fox World Travel. Travel Incorporated will no longer be available to assist or support your upcoming booking.

All future travel booked with Travel Incorporated will be moved to Fox World Travel on July 1st. **No action is required by the traveler or travel administrator.** All reservations remain valid and confirmed.

- Should the traveler or travel administrator require changes on a booked reservation, Fox World Travel is available to support via phone.
  - If you are a guest of the University, please contact the UW employee that coordinated your travel.
- Fox World Travel contact information: 608-710-4172 or 844-630-3853.
- Fox World Travel business hours: 7am-7:30pm Central Monday-Friday. (Additional fees apply after hours.)
- A credit card, including the security code, must be provided to Fox for any changes that result in a fare increase. Previous credit card data will not be available to Fox agents.
- Fox will work directly with their airline support desks to assist with changes.
- Fox will send a new itinerary with any charges invoiced once the changes are confirmed.

We appreciate your patience during this time of transition. For more information related to the transition to Fox World Travel, please visit our [website](https://www.wisc.edu/).

If you have questions or challenges with changing your reservation, don’t hesitate to reach out to your university travel contact or [campus travel manager](mailto:campus-travel-manager@uw.edu).

Best Regards,

UW Travel Services
Fox Employee Service/Individual Travel contact information

Higher Education Team:
Local:  608-710-4172
Toll Free:  844-630-3853
Email:   UWtravel@foxworldtravel.com
• Email and phone monitored 7am – 7:30pm CT, M-F by Higher Ed Team
• Concur Support Chat 8am – 5:30pm CT, M-F

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.
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
     o Guest Booking - requests for single one-off bookings
     o Custom Booking Solution (formerly know as Administrative Groups) – individualized policy, process, payment and approval requests
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

Learn more about the One-Time Individual Booking Request Form and the Custom Booking Solution on the UW TravelWIse agency transition page.
ENHANCEMENTS EXPECTED IN CONCUR

1. **Concur will remain the UW’s Online Booking Tools**
   - Employees can book for guests in Concur (lowest cost option)
     - This functionality exists today with Travel Inc and is available to all employees with Concur profiles
   - Concur might have a slightly different look, but overall will remain largely the same to how Concur looked with Travel Inc

Changes:
- Updated verbiage on home screen
- Combining personal trips
- Campus specific requests/programing
- Chat functionality
Hello UW Traveler,

A reservation was recently completed that indicated that personal travel will be included with this UW business-related travel. To ensure prudent use of travel funds, the University cannot pay or reimburse any additional costs resulting from traveler preferences. A cost comparison is required at the time of booking.

Please reference UW TravelWiz for detailed information and examples of valid cost comparisons. Ensure you have obtained a valid cost comparison to file with the payment mechanism (p-card, expense reimbursement, etc.) so you don’t risk partial payment.

Your campus travel manager is available to assist with questions and additional support.

Travel Summary - Record 840025

<table>
<thead>
<tr>
<th>Date</th>
<th>Flight</th>
<th>Flight Number</th>
<th>Airline</th>
<th>Origin</th>
<th>Destination</th>
<th>Depart/Arrive</th>
<th>Class/Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/15/2023</td>
<td>JFK</td>
<td>DCA</td>
<td>Delta</td>
<td>New York</td>
<td>Washington</td>
<td>2:00 PM</td>
<td>Economy</td>
</tr>
<tr>
<td>07/16/2023</td>
<td>DCA</td>
<td>JFK</td>
<td>Delta</td>
<td>Washington</td>
<td>New York</td>
<td>8:00 PM</td>
<td>Economy</td>
</tr>
</tbody>
</table>

Estimated Trip Total:
- Air: USD 465.97
- Car: USD 260.00
- Hotel: USD 514.83
- Est. Trip Total: USD 1,240.80

Fox World Travel, Inc.
2150 S. Washburn Street
Oakland, WI 54904
www.foxworldtravel.com
## SERVICE FEE CHANGES

### UW Overall (Systemwide) Transaction Type

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>% of Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online</td>
<td>60.5%</td>
</tr>
<tr>
<td>Agent Domestic</td>
<td>29%</td>
</tr>
<tr>
<td>Agent Int’l</td>
<td>10.4%</td>
</tr>
</tbody>
</table>

### Fee Types and Fees

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Fox Fee Model - 2024</th>
<th>Travel Inc Fees (Current)</th>
<th>Fox Fees prior to July 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Domestic</td>
<td>$6.00</td>
<td>$3.75</td>
<td>$8.25</td>
</tr>
<tr>
<td>Online Int’l</td>
<td>$6.00</td>
<td>$3.75</td>
<td>$18.25</td>
</tr>
<tr>
<td>Online car/hotel only</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$4.00</td>
</tr>
<tr>
<td>Cancellation of online booking by agent</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$10.00</td>
</tr>
<tr>
<td>Agent Touch Fee</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$10.00</td>
</tr>
<tr>
<td>Agent Domestic</td>
<td>$31.50</td>
<td>$18.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>Agent Int’l</td>
<td>$41.50</td>
<td>$18.00</td>
<td>$32.00</td>
</tr>
<tr>
<td>After-Hours</td>
<td>$20.00</td>
<td>$18.00</td>
<td>$15.00</td>
</tr>
</tbody>
</table>

$120.00 minimum, additional fees may apply.

*Custom Booking Solution (CBS) Annual Set-up* N/A N/A

### Group Block Air Ticket Transaction

<table>
<thead>
<tr>
<th>Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Air sourcing and pre-ticketing*</td>
<td>$205.00</td>
</tr>
<tr>
<td>Each domestic airline ticket issued or exchanged.</td>
<td>$42.25</td>
</tr>
<tr>
<td>Each international airline ticket issued or exchanged.</td>
<td>$49.25</td>
</tr>
<tr>
<td>Non-Air Sourcing Fee</td>
<td></td>
</tr>
<tr>
<td>Nonrefundable sourcing fee paid when sourcing is requested.</td>
<td>$100.00</td>
</tr>
<tr>
<td>Employee Travel Services Unused Ticket Exchanges</td>
<td></td>
</tr>
<tr>
<td>Each domestic airline ticket issued or exchanged directly with an agent.</td>
<td>$51.00</td>
</tr>
<tr>
<td>Each international airline ticket issued or exchanged directly with an agent.</td>
<td>$65.00</td>
</tr>
<tr>
<td>Fox Emergency Service per call surcharge.</td>
<td>$30.00</td>
</tr>
<tr>
<td>Per void, refund or cancellation.</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

*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.
Universities of Wisconsin

Fox World Travel Reintroduction

June 18th, 2024
HOW IS THE TRAVELER EXPERIENCE DIFFERENT AT FOX?

TRAVELER UNDERSTANDING
- Net Promoter Score
- Voice of the traveler

EXPERIENCE MATTERS
- Higher travel program compliance
- Cost savings
- Employee retention and productivity
ONLINE SUPPORT CHAT

Connect live with our online support team through five different pages in Concur. Just look for the “Ask Fox” icon.

Concur chat is available 8am – 5:30pm M-F
ALTITUDE FLIGHT MONITORING

• Provides monitoring of itineraries and enables up-to-the-minute flight status information before and during travel

• Delivers real-time flight status information to travelers via text or email
STAYING A STEP AHEAD OF TRAVELER DISRUPTION

Airline Waiver Notification
Subject Line: Fox World Travel Notice: Airline Penalty Waiver Applies to Your Travel Reservation

WAIVER AVAILABLE
A penalty waiver has been issued for your upcoming trip. This waiver may allow you to modify your travel plans at no additional cost.

WAIVER DETAILS
- Traveler Name: Vincent Ferreira
- Waiver Description: KLM Royal Dutch Airlines - Amsterdam Strong Winds
- Impacted Travel Dates: 2023-09-21 to 2023-09-21
- Affected Airport: Schiphol Airport: Amsterdam, NL
- Your Fox Record Locator: RE2001

CURRENT TRIP INFORMATION

<table>
<thead>
<tr>
<th>Date</th>
<th>Flight #</th>
<th>Origin</th>
<th>Destination</th>
<th>Depart</th>
<th>Arrive</th>
<th>Operated By</th>
</tr>
</thead>
<tbody>
<tr>
<td>21Sep</td>
<td>KL7654</td>
<td>Dusseldorf (DUS)</td>
<td>Amsterdam (AMS)</td>
<td>0:15A</td>
<td>9:10A</td>
<td>KLM Cobaltair</td>
</tr>
<tr>
<td>21Sep</td>
<td>KL7854</td>
<td>Amsterdam (AMS)</td>
<td>Detroit (DTW)</td>
<td>10:30A</td>
<td>1:30P</td>
<td>Delta Air Lines</td>
</tr>
<tr>
<td>21Sep</td>
<td>KL7721</td>
<td>Detroit (DTW)</td>
<td>Atlanta (ATL)</td>
<td>3:40P</td>
<td>4:04P</td>
<td>Delta Air Lines</td>
</tr>
</tbody>
</table>

ALTERNATE FLIGHT OPTION
to avoid Impacted airport

<table>
<thead>
<tr>
<th>Date</th>
<th>Flight #</th>
<th>Origin</th>
<th>Destination</th>
<th>Depart</th>
<th>Arrive</th>
<th>Operated By</th>
</tr>
</thead>
<tbody>
<tr>
<td>21Sep</td>
<td>KL5050</td>
<td>Dusseldorf (DUS)</td>
<td>Atlanta (ATL)</td>
<td>10:30A</td>
<td>23:40P</td>
<td>Delta Air Lines</td>
</tr>
<tr>
<td></td>
<td>KL5096</td>
<td>Atlanta (ATL)</td>
<td>Atlanta (ATL)</td>
<td>7:35P</td>
<td>9:02P</td>
<td>Delta Air Lines</td>
</tr>
</tbody>
</table>

- Flight availability is limited
- Not guarantee seats will remain available
- All airline rules, including baggage fees, apply

To change your trip and take advantage of this waiver, call 888-230-8833 or email fer01@foxworldtravel.com.

Waiver Requirement Detailed Information

2024 Fox proprietary and confidential
SAFETY ON THE ROAD

DUTY OF CARE DEFINED

An organization’s legal and ethical obligation to do everything reasonably practical to protect the health and safety of employees

HOW FOX HELPS

• Global Watch
• Traveler tracking & communication tools
• Risk management integration
Travel Alert Notification from Fox World Travel

DoNotReply@foxworldtravel.com
To: Jennifer Tarpota

Safe To Go
Specific Traveler Alerts

SAFETO GO

Travel Alert Notification

Moderate Level Travel Alert - UNITED STATES OF AMERICA: Activists to stage protest in Irving, Texas

Passenger(s)

<table>
<thead>
<tr>
<th>Passenger Name</th>
<th>Booking Reference</th>
<th>Account</th>
<th>Itinerary Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>JENNIFER MARGARET RODRIGUEZ</td>
<td>PGM8P7</td>
<td>C15FOX - FOX WORLD TRAVEL</td>
<td>2023-08-13</td>
</tr>
</tbody>
</table>

This Travel Safety and Disruptions alert may pose a risk to travel plans. If you are currently in TEXAS KING Restaurant & Meat - 3455 N Belt Line Rd #103, Irving, TX 75062, United States and/or have plans to be in the area before the alert expires (2023-08-14), you may want to contact your travel agent to make alternative travel arrangements.

Moderate - UNITED STATES OF AMERICA: Activists to stage protest in Irving, Texas

UNITED STATES OF AMERICA: Activists to stage protest in Irving, Texas Local sources indicated that activists will stage a protest near the TEXAS KING Restaurant and Meat building (3455 north Belt Line Road) in Irving, Texas, from 19:30 local time (00:30 GMT, 14 August) in support of Pakistan Tehreek-e-Insaf party’s leader and former prime minister of Pakistan, Imran Khan, who was arrested in Pakistan. ADVICE: Anticipate localised disruptions and heightened security in the vicinity of the rally site. Plot route by-passes.
FOX PORTAL 3i

PROGRAM RESOURCES IN ONE PLACE
FOX PORTAL HOMEPAGE

UW TravelWise
Click here to visit UW TravelWise

- Upcoming Trips: 0 trips
- Trips This Year: 0 total trips
- Days Until Departure: 0 days
- Miles Traveled: 0 miles

Make or Change Reservations
Concur Account: edrees@uwse.edu Change?

Contact a Travel Agent
- 608.710.4172
- 844.630.3853
- uwtravel@foxworldtravel.com

Fox World Travel Standard Business Hours
Monday - Friday 7:00am - 7:30pm CT

Upcoming Itineraries
You don't have any upcoming trips. When you book trips with Fox World Travel, they will appear here.

Airline Disruption Waivers
AGENT CHAT

Connect live with an agent through the Fox Portal or your e-invoice.

Agent chat is available 7am – 10:30pm M-F (after-hours fees apply after 7:30pm)
Like the current Travel Inc Invoice Search tool, the new Fox Invoice Search tool will allow you to access any UW reservation with either a Fox Record Locator or a 10-digit ticket number.
ANTICIPATED TRANSITION CHALLENGES

• 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
  • Some airlines (mostly international) may not allow Fox to service tickets booked with Travel Inc. If you are having issues, please involve your campus Travel Manager
    • Resources | Travel (wisconsin.edu)

• Change management and new fee structure
• Administrative Group process replacement
THINGS WE ARE MOST EXCITED ABOUT

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

Replacements to the Administrative Group booking process
- New “One-time Individual Booking Request Form” and “Custom Booking Solution”
- New dashboard for administrators to manage their booking requests
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

*To register for transition sessions, visit UW TravelWIse Agency Transition webpage
Past webinars are available to listen to
THANK YOU FOR ATTENDING