



# UW TRAVEL OPEN OFFICE HOURS: FOX TRANSITION Q&A

JULY 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





# AGENDA

---

Transition Reminders

---

Services Provided by Fox

---

Fox Portal Walkthrough

---

Upcoming Webinars & Recap

---

Q & A

---



# Travel Agency Transition Reminders



# WHAT STAYS THE SAME

1. Concur continues to be the online booking tool
  - Profiles automatically transferred from Travel Inc. to Fox World Travel with all personal information, travel arrangers assigned, frequent traveler numbers, etc.
  - UW policies continue to be programmed in Concur
  - Booking process will remain the same in Concur, but customized and improved
  - Concur messaging, Concur chat, specialized agency support, processing and invoicing
  - Concur can still also be used to book on behalf for other employees (travel arranger must be set up in Concur) and guests (using 'book for guest' functionality)
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



# TRAVEL INC OPEN TICKETS

- Travel Incorporated will support open ticket credits through September 30, 2024. Credits that remain unused after this date will be forfeited.
  - These are the only bookings supported by Travel Inc after July 1, 2024.
  - Service fee for Travel Inc open ticket credit bookings will vary, usually \$30.
  - Must contact Travel Inc via phone at (877) 811-9898 to use an open ticket credit.
- Travel Inc issued open ticket credits are no longer visible in Concur.
- A list of travelers with open tickets can be viewed via the [Travel Inc. Open Ticket Report \(July 1, 2024\)](#).
- Open ticket credits must be rebooked on the same airline. For detailed information, please reference the [Open Ticket Guidance job aide](#).



# BOOKINGS MADE PRIOR TO JULY 1, 2024

- Trip details for reservations booked prior to the transition to Fox World Travel on July 1, 2024, are no longer visible in Concur.
- Changes to these bookings can be made by calling a Fox World Travel agent at (608) 710-4172.
- Car and hotel changes can be made directly with the vendor.



# AGENCY INVOICES

- If the ticket was issued with Travel Incorporated prior to July 1, the traveler received the invoice via email. If an invoice copy is required, contact:
  - UW-Madison: [uwtravel@bussvc.wisc.edu](mailto:uwtravel@bussvc.wisc.edu)
  - All other requests: [uwstraveloffice@wisconsin.edu](mailto:uwstraveloffice@wisconsin.edu)
- For information on Fox World Travel invoices, please review [Fox World Travel Invoice Retrieval Instructions](#)





# COST COMPARISON EMAIL

At the time of booking an airline ticket (either in Concur or with a Fox agent), employees will be asked if the trip contains personal travel. If the employee answers 'yes', they will receive this email as a reminder that a cost comparison is required.


Cost Comparison Required / Vincent Michael Fentress, 84002S

noreply@foxworldtravel.com  
To: [Redacted]

Reply Reply All Forward [Share] [More]

Fri 6/14/2024 12:05 PM

**[EXTERNAL]** This email originated from outside of Fox World Travel. Do not click links or open attachments unless you recognize the sender and know the content is safe.



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 TravelWise](#) 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.

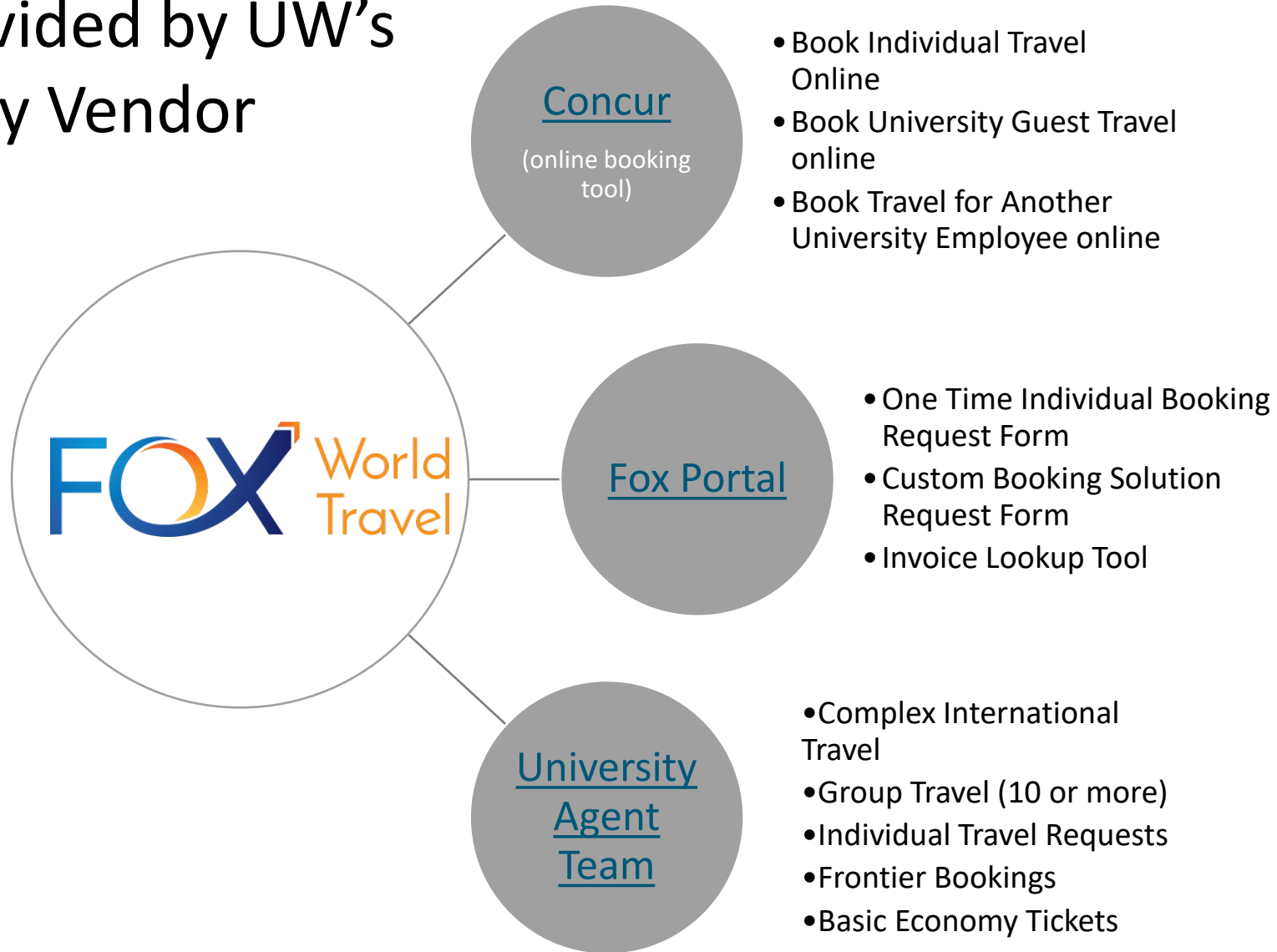
Travel Summary - Record 84002S				
Traveler				
FENTRESS/VINCENT MICHAEL				
Reference number by traveler: UWSYS				
Date	From/To	Flight/Vendor	Depart/Arrive	Class/Type
07/15/2024	PDX-DAL	WN 330	11:30 AM/05:05 PM	Economy
07/15/2024	DAL	National Rent A Car	07/15-07/20	Intermediate 2/4 Door
07/15/2024	DFW	Holiday Inn Exp Stes N Dallas	07/15-07/20	
07/20/2024	DAL-PDX	WN 1439	07:55 PM/09:50 PM	Economy

Estimated Trip Total	
Traveler:	FENTRESS/VINCENT MICHAEL
Air:	USD 489.97
Car:	USD 390.06
Hotel:	USD 614.83
<b>Est. Trip Total:</b>	<b>USD 1494.88</b>

 Fox World Travel, Inc.  
2150 S. Washburn Street  
Oshkosh, WI 54904  
[www.foxworldtravel.com](http://www.foxworldtravel.com)

Text watermark

# Services Provided by UW's Travel Agency Vendor





# OPTIONS FOR EMPLOYEES BOOKING THEIR OWN TRAVEL

## Concur Online Booking

(Requires employee to have a Concur profile)

\$6.00 per ticket

Recommended booking method for domestic and simple international reservations

Requires employee to have a Concur profile

## Fox Agent Booking

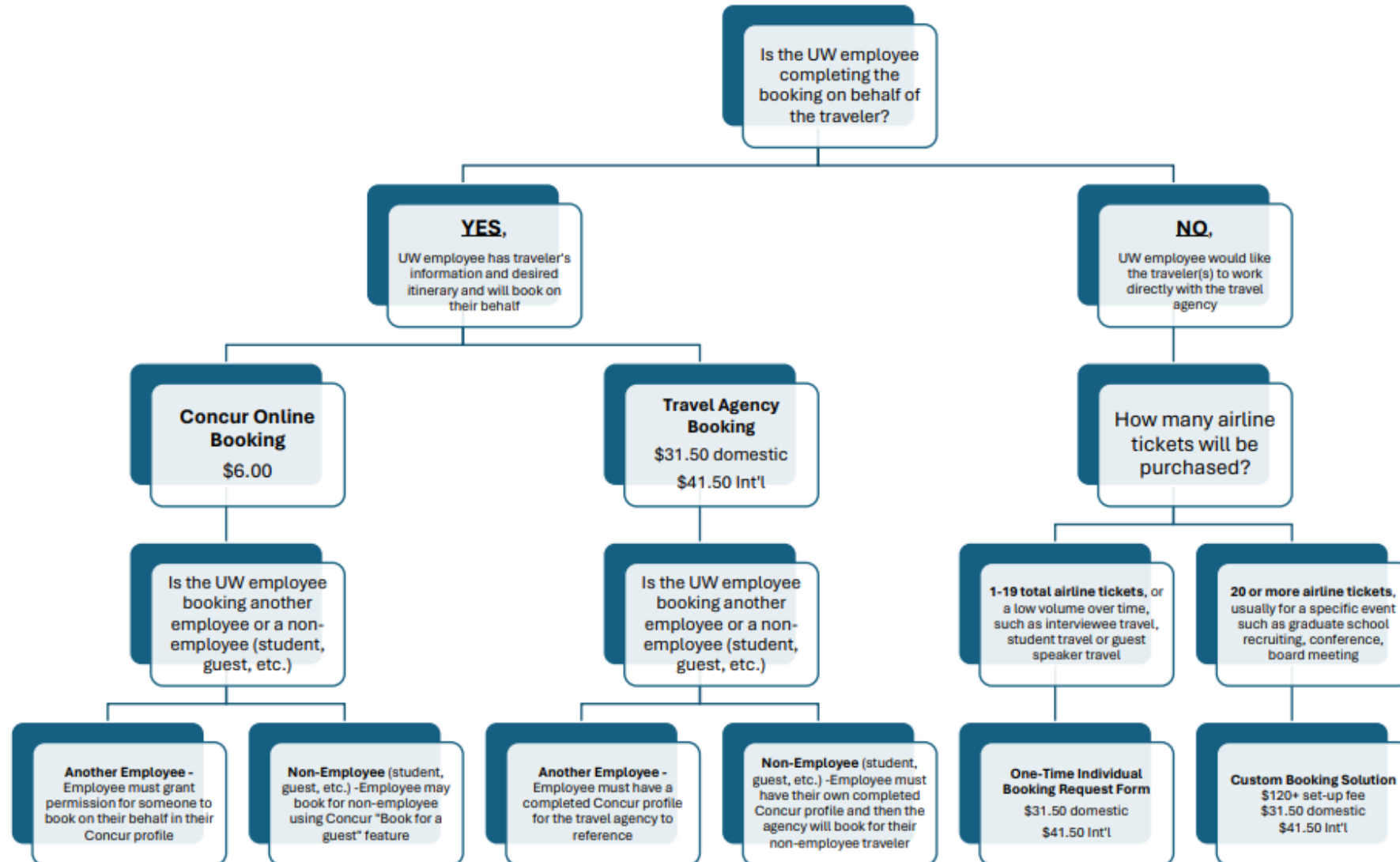
(Requires employee to have a Concur profile)

\$31.50 domestic  
\$41.50 int'l

Recommended for:

- Complex international flights
- Booking next day/same day air
- Basic Economy
- Frontier Airlines
- Booking airfare with a companion

### Decision Chart: Booking Travel for Someone Else





# BOOKING TRAVEL FOR OTHER EMPLOYEES

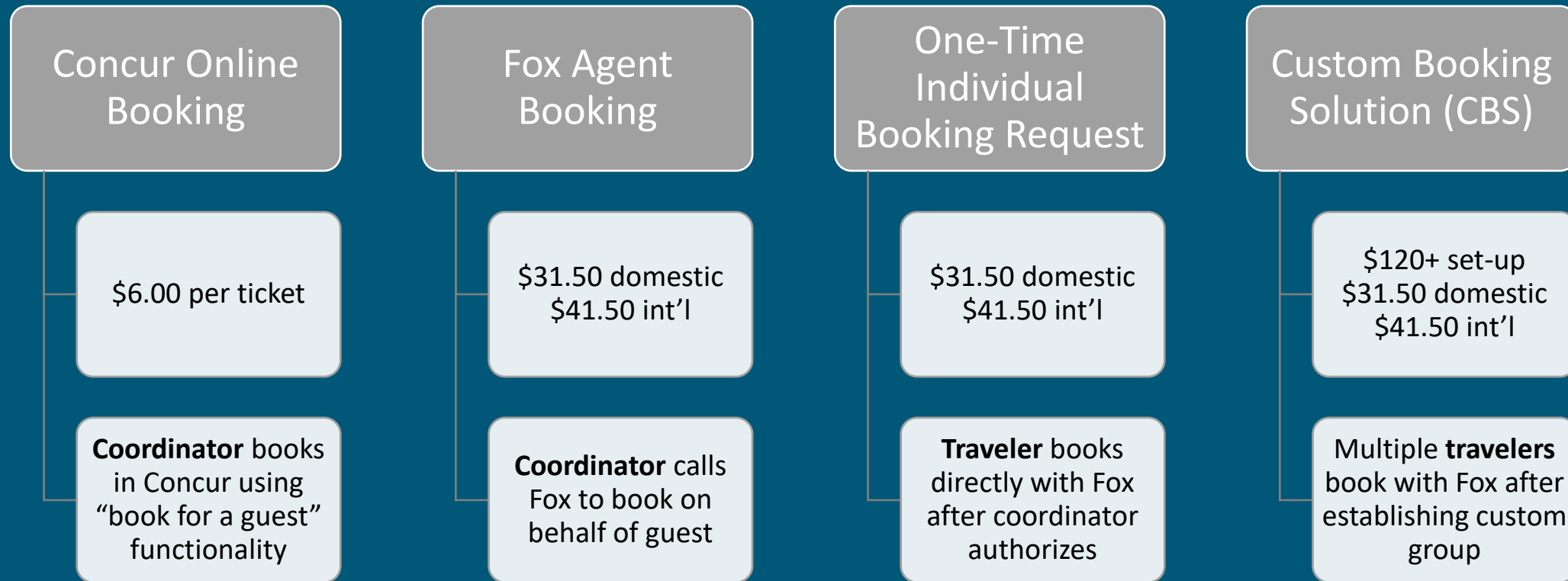


\* Recommended booking method

Learn more about the One-Time Individual Booking Request Form and the Custom Booking Solution on the [UW TravelWise agency transition page](#)



# BOOKING TRAVEL FOR OTHERS -NON-EMPLOYEES/GUESTS/STUDENTS



Learn more about the One-Time Individual Booking Request Form and the Custom Booking Solution on the [UW TravelWise agency transition page](#).



# Fox Portal Walkthrough

# 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

My Profile - Personal Information

Jump To:

Need Help? Ask Fox 

Disabled fields (gray) cannot be changed. If there are errors in these fields, contact your company's travel agent or Concur Travel's Online Support desk at 866-947-9146 Option 3.

If you plan to travel internationally you must add your passport information to your profile.

Fields marked [Required] and [Required\*\*] (validated and required) must be completed to save your profile.

Per company policy, Delta, United and American Airlines Basic Economy fares are not visible in Concur. If you are aware of the risks and wish to book a Basic Economy flight anyway, please contact a Fox agent.


ATLANTA, GA TO CHICAGO, IL  
WED, DEC 5 - THU, DEC 6


Show as


Need Help? Ask Fox 





## Company Notes


 [online@foxworldtravel.com](mailto:online@foxworldtravel.com)

 **Concur Status**  
Operating Normally

 **Ask Fox**

 **Fox Portal**  
Invoices & Resources

 **Ready, Set, Travel**

 **Concur Training**  
Videos & Guides





# INVOICE

If you need help,  
please call 24/7/365

608-710-4172

844-630-3853

or try our [Live Chat](#)

JANE M DOE (UW CAMPUS)

## Flight Information

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/](http://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.

Southwest Airlines



MDW  
Chicago IL  
10:20am



CVG  
Cincinnati OH  
12:25pm

Wanna Get Away

01 hrs 05 mins  
249 Miles (est)  
Boeing 737

WN Confirmation

Are you missing out on frequent traveler benefits?  
Sign up for [Southwest Rapid Rewards](#).

Advance Seat Assignment Not Available.

## Hotel Information

EMBASSY SUITES GRAND RAP

\*710 MONROE AVENUE 2 Nights, 1 Adults Check In  
NW\*GRAND  
RAPIDS\*MI\*49503\*16165125700 Check Out  
Confirmation

Rate 149.00.  
Hotel Fax: 16165125701.  
Cancel Until 3 Days Prior To Arrival To Avoid No Showcharge.

## Car Information

Enterprise Rent A Car



Intermediate 2 or 4 Door  
Automatic A/C Any Fuel  
Unlimited free miles / 0.00  
mile

Rate  
USD 35.00 Daily  
Approx. Total  
USD 105.43

Pick Up

5500 44th St Se  
Airport Terminal

Phone: 833-789-0755



Conf. No.

Drop Off

Gerald R Ford Intl Airport  
5500 44th St Se  
Airport Terminal

Phone: 833-789-0755

Frequent Renter Number has been applied

Enterprise Rent A Car may not accept debit cards at this location. A credit card may be needed for rental car pick-up.

## Expense Summary

DOE/JANE M	Ticket No. <del>808778073840</del>	\$ 116.63
	Invoice No. 202280477	USD
	Delta Air Lines	
	American Express *****1006	
	New Ticket Value: \$ 300.66	
	EXCHANGE: Orig. Ticket: 7703767832	
	EXCHANGE: Orig. Value \$ 184.03	
DOE/JANE M	Invoice No. 8900814998326	USD
	Service Fee	USD
	American Express *****1006	
Total Invoiced - July 1, 2024		\$121.63
		USD

## Trip Remarks

Division/College/School  
Employee ID  
Traveler Type  
Arranger  
Approver

## Traveler's Toolbox



Instant Invoice

View your trips in one place

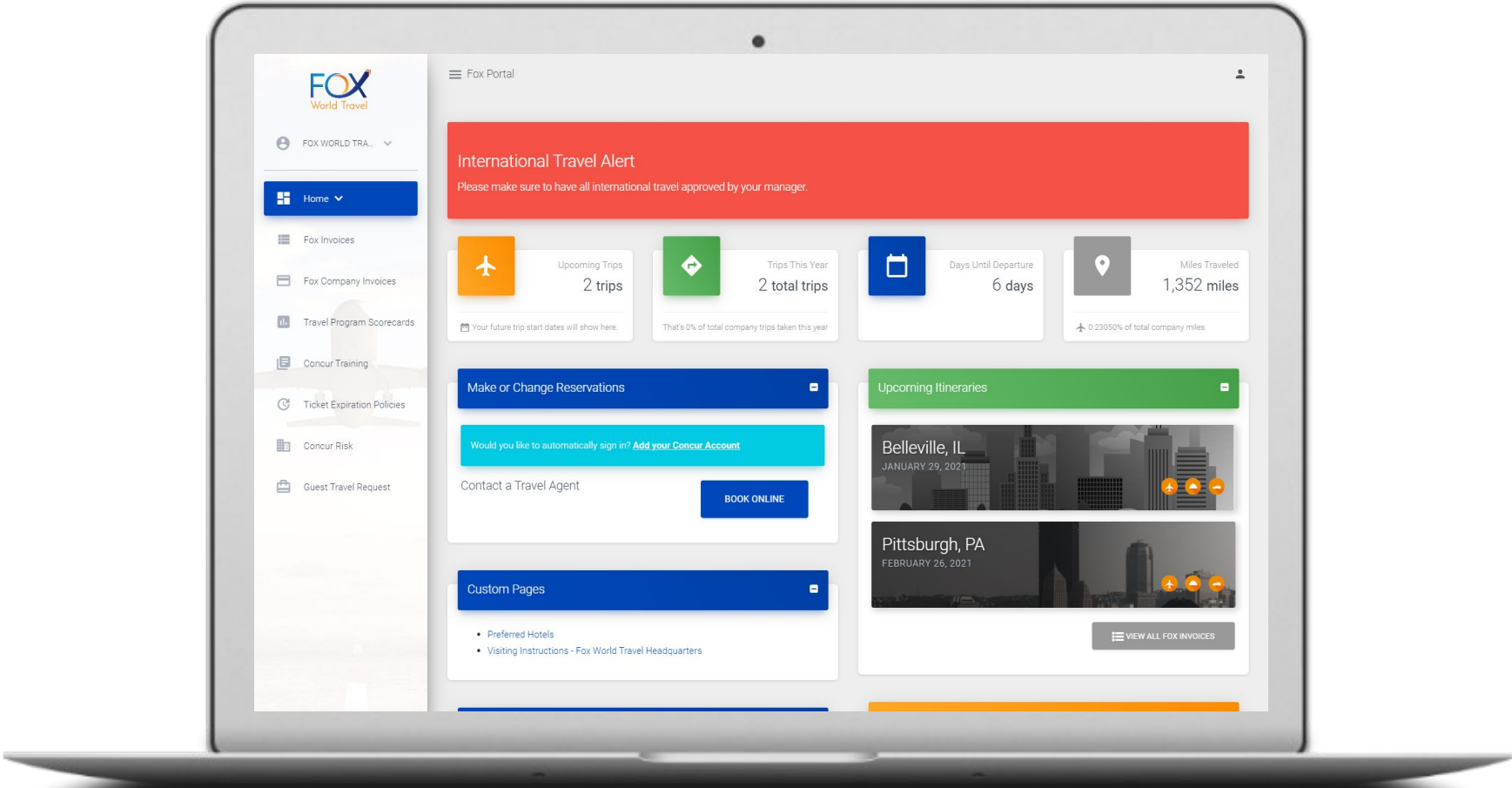


TSA Wait Times

Security check-in wait times

# FOX PORTAL 3i

## PROGRAM RESOURCES IN ONE PLACE



# FOX PORTAL HOMEPAGE



Fox Portal



UW System Adm... ▾

Home ▾

Fox Invoices

Fox Company Invoices

Travel Program Scorecards

Concur Training

IBank

Unused Ticket Library

Ticket Inspector

UW Travel Requests

UW Invoice Search

## UW TravelWise

[Click here to visit UW TravelWise](#)



Upcoming Trips  
**0 trips**

Your future trip start dates will show here.



Trips This Year  
**0 total trips**

That's 0% of total company trips taken this year.



Days Until Departure  
**0 days**



Miles Traveled  
**0 miles**

0.00000% of total company miles

### Make or Change Reservations

Concur Account: edressel@uwsa.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

**BOOK ONLINE**

### Upcoming Itineraries

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

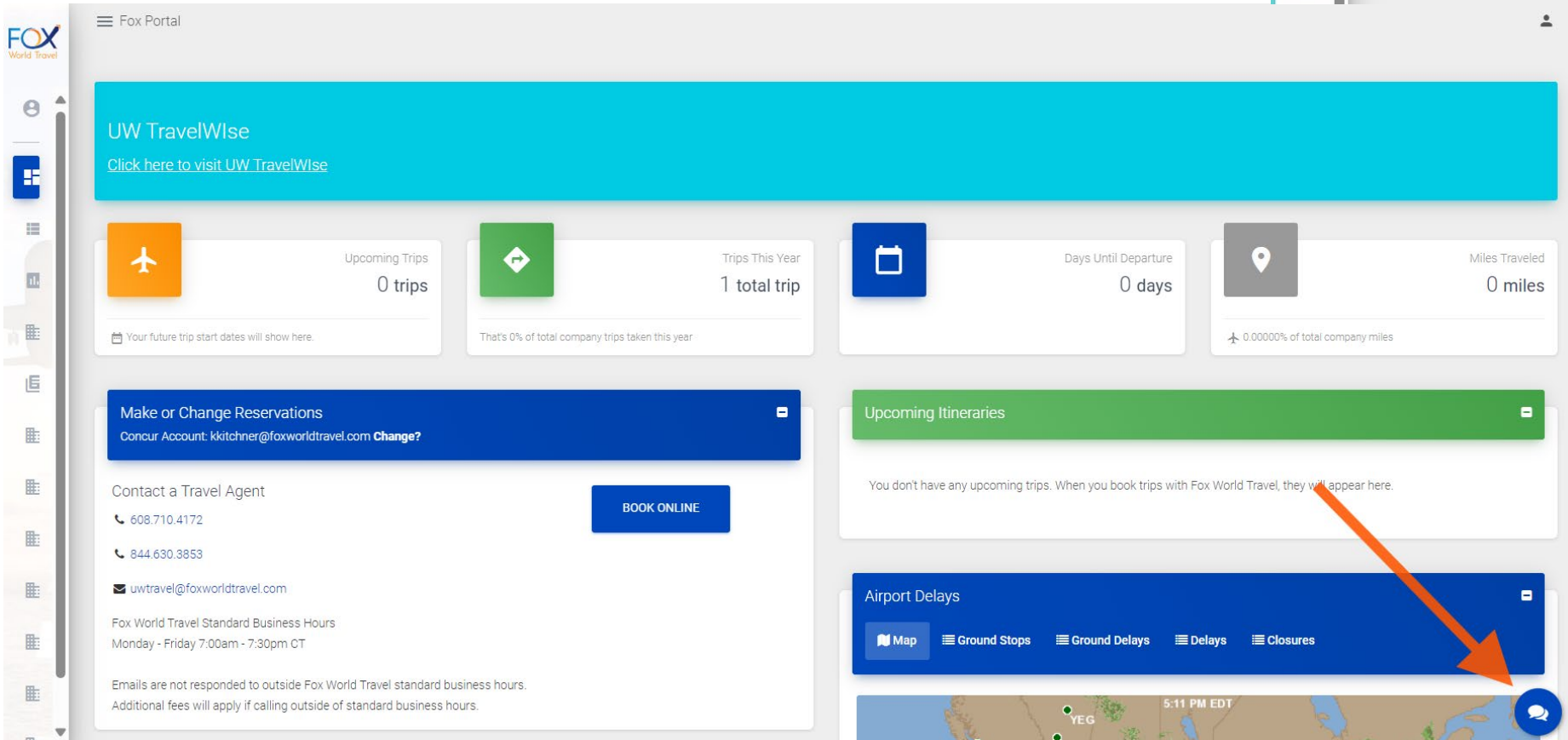
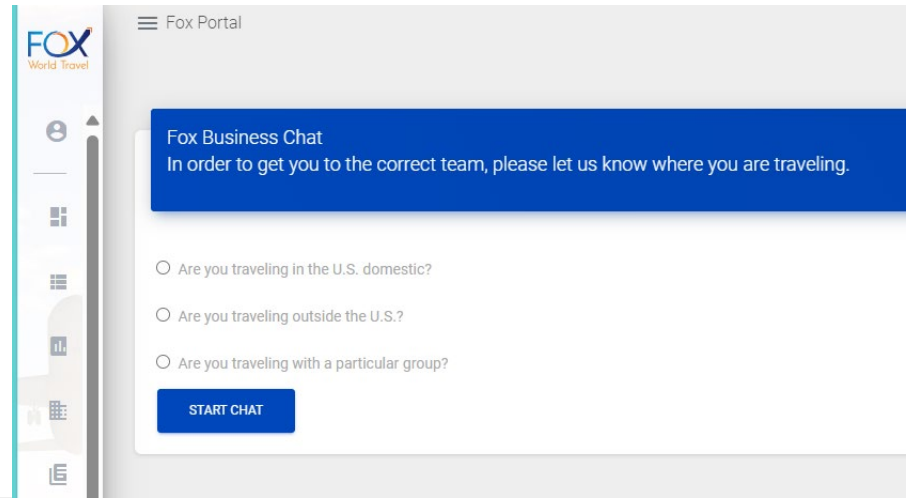
### Airline Disruption Waivers



# AGENT CHAT

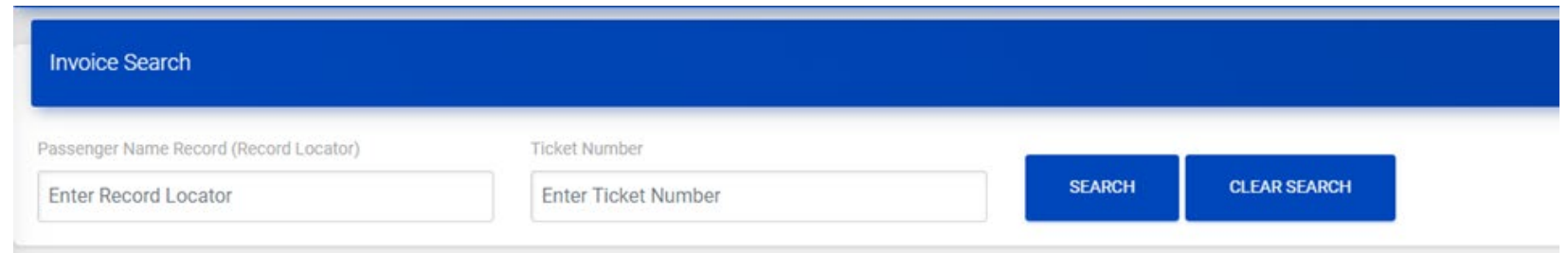
Connect live with an agent through the Fox Portal or your e-invoice.

Agent chat is available 7am – 10:30pm M-F (after-hours fees apply after 7:30pm)



# UW INVOICE SEARCH

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.



The screenshot shows a web interface for 'Invoice Search'. It features a blue header bar with the text 'Invoice Search'. Below the header, there are two input fields: 'Passenger Name Record (Record Locator)' and 'Ticket Number'. The first field contains the placeholder text 'Enter Record Locator' and the second field contains 'Enter Ticket Number'. To the right of these fields are two blue buttons: 'SEARCH' and 'CLEAR SEARCH'.



# FOX CONTACT INFO – SAVE IT NOW

## Fox Employee Service/Individual Travel contact information

### Higher Education Team:

Local: 608-710-4172

Toll Free: 844-630-3853

Email: [UWtravel@foxworldtravel.com](mailto: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](mailto:foxgroupblock@foxworldtravel.com)

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

### Universities of Wisconsin Travel Assistance



[Wisconsin.edu/travel](http://Wisconsin.edu/travel)  
[uwstraveloffice@wisconsin.edu](mailto:uwstraveloffice@wisconsin.edu)



Employee Service/Individual Travel  
608-710-4172 or 844-630-3853  
[UWtravel@foxworldtravel.com](mailto:UWtravel@foxworldtravel.com)

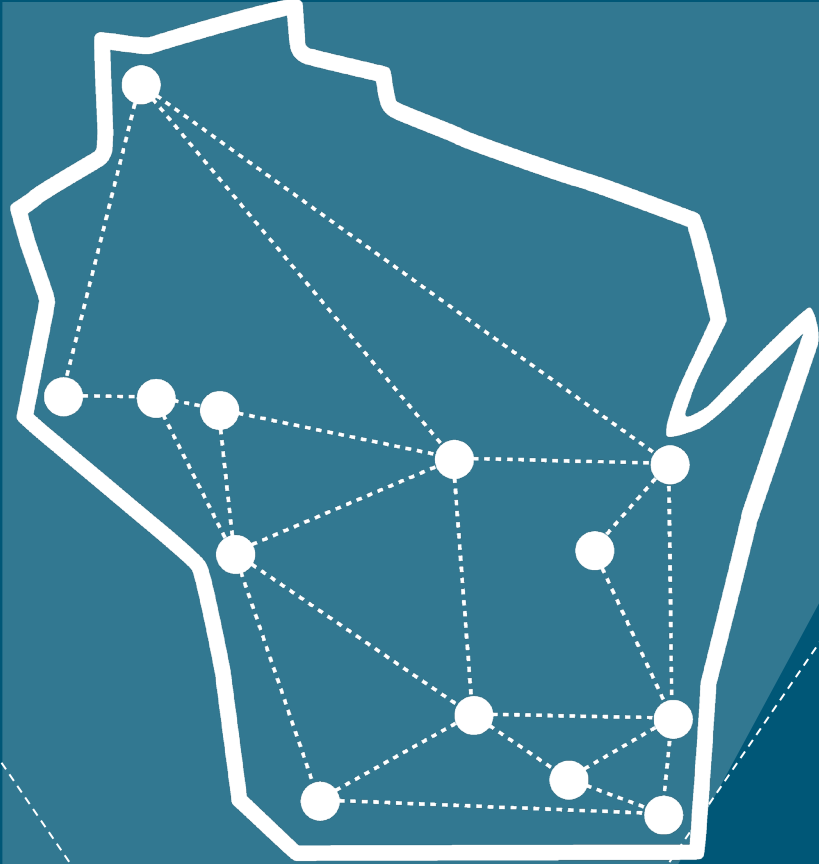
Group Blocks (10+ travelers)  
[foxgroupblock@foxworldtravel.com](mailto:foxgroupblock@foxworldtravel.com)



# FOX TRANSITION – WEBINARS/TRAININGS

- 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
  - Now open for registration!

\*To register for transition sessions, visit [UW TravelWise Agency Transition](#) webpage  
Past webinars are available to listen to



THANK YOU FOR ATTENDING