

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.

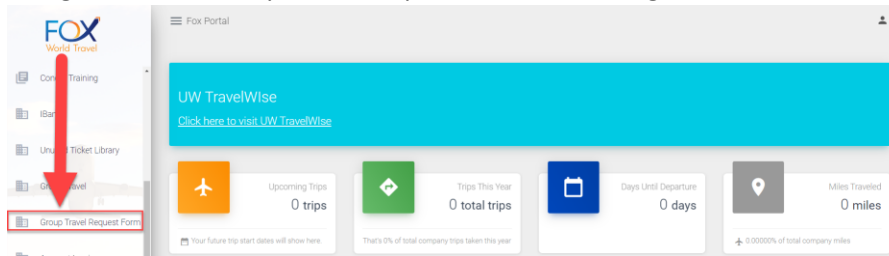
Submitting a new Custom Booking Solution request

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

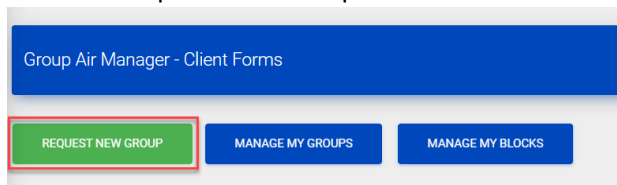
If you are uncertain about what information to enter for a specific date or any other required field, please provide placeholder information. You will have an opportunity to discuss and finalize these details when contacted by Fox.

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.

Request Group Travel Services

Questions regarding Group Air Services? Email: foxgroupairsupport@foxworldtravel.com
Questions regarding Group Block Services? Email: foxgroupblock@foxworldtravel.com

Service Type
 Group Air Services Group Block Services

Group Air Services:
Custom Booking Solution (CBS): 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. For guidance completing the request form, please reference the UW CBS Job Aid. 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. Any questions the travel coordinator has will be addressed when the Fox World Travel representative reaches out to establish the group. A Fox World Travel representative will contact the travel coordinator within 10 business days 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 (link to UW OTIBRF job aid). 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.

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

Group Name **1**

Program Type **2**

Booking Type **3**

Geographic Type **4**

Approval Type **5**

Number of Travelers **6**

Destination Airport Codes **7**

Ticket Start Date: **8**

Ticketing End Date:

Arrival Date: **9**

Arrive By Time: **10**

First Activity Note: **11**

Return Date: **12**

Return After Time:

1	Identify name for the new group.
2	Select "Agent Only". This is the only option for UW.
3	Select either "Call-in with name list" (approvals optional) or "Call-in without name list" (approvals required).
4	Select if the destination for your group is domestic or international.
5	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
6	Enter approximate number of travelers for group. Must be 20 or more.
7	Optional – Enter destination airport that travelers must fly to. For example, Madison.
8	Dates when the agency should start and end issuing airline tickets.
9	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.
10	Time that flights should arrive by to ensure travelers can attend UW sponsored event.
11	Any notes that that the agency should know. For example, additional airline booking details.
12	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.

Last Activity Note: **1**

Everyone must depart after 4pm.

Event Email Code (PNR Match) **X**

Do you have hotel or ground transportation details? **2**

Allow Car Rentals

Yes No

Additional Emails For Invoice **?** **3**

ADD EMAIL

Contact Name **4**

Terry Wilson

Contact Phone Number

608-262-0956

Backup Contact Name

Allie Watters

Backup Contact Email

Allie.Watters@wisc.edu

Backup Contact Phone Number

608-263-3525

Airline Ticket Form of Payment **5**

Group/Department Credit Card

Credit Card Account Last Name

Wilson

Credit Card Last 4 Digits

7980

Flight Monitoring **?** **X**

Yes No

Flight Monitoring Emails **?** **X**

ADD EMAIL

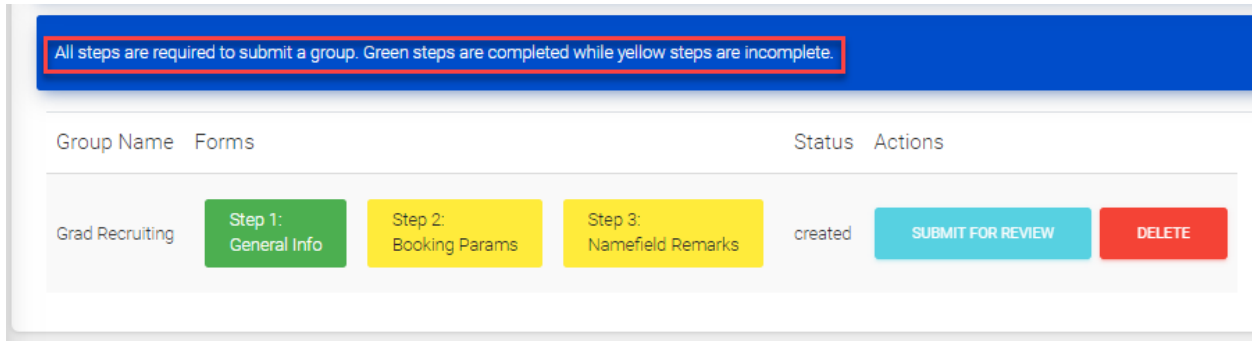
Flight Monitoring CC Emails **?** **X**

ADD EMAIL

CONTINUE TO NEXT STEPS

1	Optional - Any notes on departure that the agency should know. For example, if there is a certain time travelers must depart after.
2	Optional - Select if hotels or car rentals are required. If yes, Fox will discuss requirements further.
3	Optional - Enter any emails that invoices/itineraries should be sent to for each booking.
4	Enter the primary travel coordinator's information.
5	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.
X	Optional / Select "No". Does not apply to UW.
✓	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 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.

1	Optional – Enter the type of traveler. For example, students, interviewees, etc.
2	Optional – Use this area to define specific parameters/policy for the group.
3	Required – Answer yes/no if guest can attend. Enter additional policy details if needed.
4	Optional – Answer yes/no if the travelers can arrive early or stay longer.
5	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.
6	Required – Answer yes/no if approval is required if traveler wants to extend their travel dates.
7	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.

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.

1	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.
2	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.
3	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.
4	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.
5	Optional – Area to specify what Fox should do if the traveler is experiencing a 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.

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

Group Name	Forms	Status	Actions
Grad Recruiting	<div style="display: flex; gap: 10px;"><div style="background-color: #28a745; color: white; padding: 5px;">Step 1: General Info</div><div style="background-color: #28a745; color: white; padding: 5px;">Step 2: Booking Params</div><div style="border: 2px solid red; background-color: #ffc107; color: black; padding: 5px;">Step 3: Namefield Remarks</div></div>	created	<div style="display: flex; gap: 10px;"><div style="background-color: #17a2b8; color: white; padding: 5px;">SUBMIT FOR REVIEW</div><div style="background-color: #dc3545; color: white; padding: 5px;">DELETE</div></div>

Complete the UW reporting requirements for the booking.

Reportable Fields - Edit Manage Groups

Campus
UW Madison (Apollo Value: UWMSN) ▼

Use Profile Data

Division | College | School
COLLEGE OF LETTERS AND SCIENCE ▼

Use Profile Data

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

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

Group Name	Forms	Status	Actions
Grad Recruiting	<div style="display: flex; gap: 10px;"><div style="background-color: #28a745; color: white; padding: 5px;">Step 1: General Info</div><div style="background-color: #28a745; color: white; padding: 5px;">Step 2: Booking Params</div><div style="background-color: #28a745; color: white; padding: 5px;">Step 3: Namefield Remarks</div></div>	created	<div style="display: flex; gap: 10px;"><div style="background-color: #17a2b8; color: white; padding: 5px;">SUBMIT FOR REVIEW</div><div style="background-color: #dc3545; color: white; padding: 5px;">DELETE</div></div>

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.

Group Air Services

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

Group Name	Forms	Status	Actions
Grad Recruiting	<div style="display: flex; gap: 10px;"><div style="background-color: #28a745; color: white; padding: 5px;">Step 1: General Info</div><div style="background-color: #28a745; color: white; padding: 5px;">Step 2: Booking Params</div></div>		

Submitted For Review ×

Group has been submitted for review. You will be notified once it has been reviewed.

OK

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.

Your Group Request has been received.



Group Air Support <foxgroupairsupport@foxworldtravel.com>
To: Terry Wilson; foxgroupairsupport@foxworldtravel.com

Reply Reply All Forward Fri 6/14/2024 11:39 AM

If there are problems with how this message is displayed, click here to view it in a web browser.

Your Group Request has been received. Please allow 48 business hours for a Fox World Travel associate to review your group requirements and discuss any questions. If you have any questions regarding Fox World Travel, please contact us at foxgroupairsupport@foxworldtravel.com

Next Steps:

Within 48 hours – your group request will be assigned in review.

Ticketing Start Date: A minimum of two weeks' advance notice is required. This enables Fox to allocate resources effectively and cater to your group's requirements while upholding our commitment to delivering exceptional service. Additionally, as a standard practice, we recommend keeping your ticketing window open for a maximum of 30 days.

Group Management Fees:

Please note that Group Management Fees will be confirmed upon final acceptance and approval of your Group Request. The fees are based on the final scope of your group request.

Group General Information

Corporate Account: C01WSA

Group Name: Grad Recruiting

Program Type: AG

Booking Type: Call-in Without Name List

Approval Type: Any Ticket

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.



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](tel:608.710.4172) or [844.630.3853](tel: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@foxworldtravel.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 screenshot displays the Fox World Travel portal interface. At the top, it features the Fox World Travel logo and the University of Wisconsin logo. A message indicates that approval is required for the reservation, with a link to approve. Below this, flight information is provided for two days: Friday, May 17th (CHA to ATL) and Saturday, May 18th (ATL to CHA). A 'Pre Ticket Expense Summary' section shows an airfare estimate of \$683.20. A callout box explains that the approver is taken to a dashboard to approve the reservation. Another callout box notes that the itinerary and airfare cost estimate are displayed in the pre-ticket email.

FOX World Travel | **UNIVERSITIES OF WISCONSIN**

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

ABU BAH (UW515)

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 | Economy Class

	CHA Chattanooga TN	→	ATL Atlanta GA
DL 2786	5:30am		6:23am Terminal: 5
53 mins 106 Miles (est) Boeing 717			DL Confirmation J02HBD

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 | Economy Class

	ATL Atlanta GA	→	CHA Chattanooga TN
	10:37am		11:19am

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

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.

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.

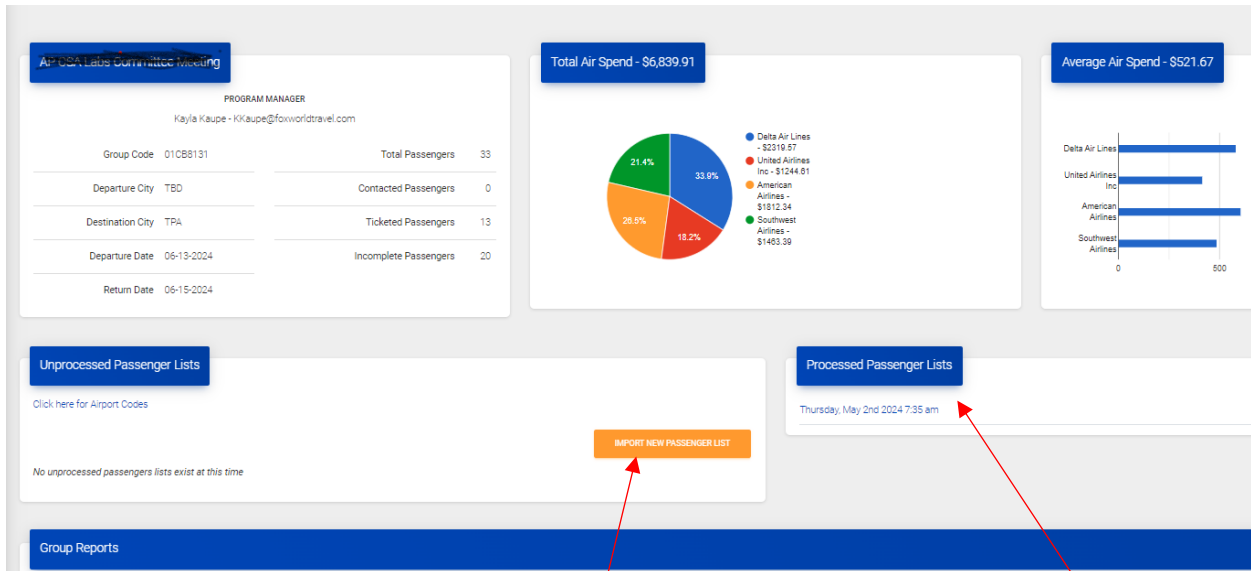
Itinerary that the traveler selected, and airfare cost estimate are displayed on the pre-ticket itinerary email. (Condensed here for clarity.)

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.)

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	7VP0CL	VIEW APPROVAL	
Booked						
Requester	Traveler Name	Date of Travel	Destination	Record Locator	Actions	

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”.