ADDITIONAL information and communication to guest/student travelers from Admin Group Leaders.

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:

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.

This includes:

* + Payment information
	+ Group policies/parameters
	+ Approver information
	+ Approval process requirements

Fox World Travel will support Travel, Inc. booked reservations after July 1, 2024, however:

* + Prior administrative group information will not be in the booking. Fox World Travel will look up the reservation by traveler’s name.
	+ 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 and CVV code at the time the change is made. Credit card data from Travel Inc *will not* be available to Fox World Travel agents.

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 calls Fox World Travel, requests change, and provides **personal credit card** for payment of any additional airline and agency fees.
		- UW MAY reimburse traveler through an expense report if there is a valid UW business purpose. If the change is made for personal reasons, the traveler will not be reimbursed.
		- Since this will not have a preapproval process integrated into the booking, admin group leaders should take care whether they wish to offer this option to nonemployees specifically, as nonemployees are less familiar with UW policies and procedures.
	+ Option 2: Admin Group leader/UW credit card holder calls Fox World Travel, requests changes, and provides UW card for payment of any additional airline and agency fees.

EXAMPLE: Sent from Admin Group Leader.

Subject Line: UW Travel updates and information

Hello XXX,

We look forward to welcoming you to UW for your upcoming travel for XXX.

We wanted to make you aware of a travel transition at UW. Our travel agency vendor has changed from Travel Incorporated to Fox World Travel. Travel Incorporated is no longer available to assist in questions or changes for your upcoming travel.

**No action is required, your reservation remains valid and confirmed.**

If you have questions or require changes on your upcoming reservation…

<<<Insert specific guidance for your travelers here. It is up to the Admin Group leaders/arrangers to decide how to handle changes for each group. Suggestions are below.>>>

* Contact your UW travel arranger for assistance at XXX.

**AND/OR**

* Contact Fox World travel for assistance 7:00am-7:30pm Monday-Friday at 608-710-4172 or 844-630-3853. Please provide the name on your reservation to the Fox World Travel agent so they may locate your booking.
	+ Note you will need to provide your credit card to pay for any additional airline or agency fees.
	+ UW may reimburse additional costs pending justification that the change is UW business-related and approved by the sponsoring department.
	+ Changes for personal reasons will not be reimbursed.

Don’t hesitate to reach out if you have any questions or concerns.

Best Regards,

XXX (Admin Group Leader/Travel Coordinator name and contact information.)