



TRAVEL AGENCY TRANSITION – TRAVELER READINESS SESSION

JUNE 18, 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

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



TRANSITION TIMELINE

Wednesday, June 26 Final day of booking in Concur with Travel Inc.

Thursday, June 27
– Monday, July 1

Concur unavailable

Thursday, June 27 –
Sunday, June 30

Travel Inc. must be contacted for any immediate booking or support needs

Monday, July
1

Fox World Travel must be contacted for any immediate booking or support needs

Tuesday,
July 2

Concur is available under the new Fox World Travel configuration



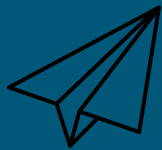
REMINDERS ON TRANSITION SPECIFICS

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 1st transition date for travel on or after the July 1st 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

COMMUNICATIONS TO TRAVELERS



Universities of Wisconsin System
Administration will send out an email
to all Concur users on June 26, 2024.



Important UW Travel Information

Greetings,

You are receiving this communication because you have a Concur profile with Universities of Wisconsin.

As of Monday, July 1st, UW Travel Services will be transitioned from Travel Incorporated to Fox World Travel.

If you have an upcoming air, car, or hotel reservation booked with Travel Incorporated it 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.

Remember to retrieve all [Travel Incorporated invoices](#) that are required to be filed with payment mechanisms before the July 1st, 2024 transition date.

- Instructions for [Travel Inc Invoice Retrieval](#)

As of July 1, 2024, All new reservations should be booked with Fox World Travel or in [Concur](#). We recommend that you save Fox's contact information and bookmark the new link for Concur.

- Fox World Travel contact information: [608-710-4172](tel:608-710-4172) or [844-630-3853](tel:844-630-3853) or UWtravel@foxworldtravel.com
- Fox World Travel business hours: 7am - 7:30pm Central Monday - Friday. Additional fees apply after hours.

Universities of Wisconsin Travel Assistance



Wisconsin.edu/travel
uwstraveloffice@wisconsin.edu



Employee Service/Individual Travel
608-710-4172 or 844-630-3853
UWtravel@foxworldtravel.com

Group Blocks (10+ travelers)
foxgroupblock@foxworldtravel.com

For more information related to the transition to Fox World Travel, please visit our [website](#).

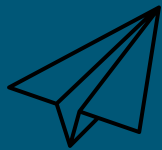
Best Regards,

UW Travel Services

COMMUNICATIONS TO TRAVELERS



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](#).

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](#).

Best Regards,

UW Travel Services



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

- 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.

Universities of Wisconsin Travel Assistance



Wisconsin.edu/travel
uwstraveloffice@wisconsin.edu



Employee Service/Individual Travel
608-710-4172 or 844-630-3853
UWtravel@foxworldtravel.com

Group Blocks (10+ travelers)
foxgroupblock@foxworldtravel.com



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
 - Guest Booking - requests for single one-off bookings
 - 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

Trip Search

Booking for myself **Book for a guest**

If adding personal travel to a business trip, a **valid cost comparison** is required at the time of booking.

Flight Search

Round Trip One Way Multi City

From Find an airport | Select multiple airports

To Find an airport | Select multiple airports


Search

Show More



COST COMPARISON EMAIL

Cost Comparison Required / Vincent Michael Fentress, 84002S

 noreply@foxworldtravel.com
To: [Redacted]

[Reply](#) [Reply All](#) [Forward](#)  

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 Sles 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
Est. Trip Total:	USD 1494.86

 Fox World Travel, Inc.
2150 S. Washburn Street
Oshkosh, WI 54904
www.foxworldtravel.com

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SERVICE FEE CHANGES



Fee Type	Fox Fee Model - 2024	Travel Inc Fees (Current)	Fox Fees prior to July 2020
Online Domestic	\$6.00	\$3.75	\$8.25
Online Int'l	\$6.00	\$3.75	\$18.25
Online car/hotel only	\$0.00	\$0.00	\$4.00
Cancellation of online booking by agent	\$0.00	\$0.00	\$10.00
Agent Touch Fee	\$0.00	\$0.00	\$10.00
Agent Domestic	\$31.50	\$18.00	\$25.00
Agent Intl	\$41.50	\$18.00	\$32.00
After-Hours	\$20.00	\$18.00	\$15.00
Custom Booking Solution (CBS) Annual Set-up*	\$120.00 minimum, additional fees may apply	N/A	N/A

*Custom Booking Solution is not currently available and will be developed based on need.

Group Block Air Ticket Transaction	
Group Air sourcing and pre-ticketing*	\$205.00
Each domestic airline ticket issued or exchanged.	\$42.25
Each international airline ticket issued or exchanged.	\$49.25
Non-Air Sourcing Fee	
Nonrefundable sourcing fee paid when sourcing is requested.	\$100.00
Employee Travel Services Unused Ticket Exchanges	
Each domestic airline ticket issued or exchanged directly with an agent.	\$51.00
Each international airline ticket issued or exchanged directly with an agent.	\$65.00
Fox Emergency Service per call surcharge.	
Hours: 7:30pm – 7:00am CST, holidays and weekends.	\$20.00
Per void, refund or cancellation.	\$10.00

*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.

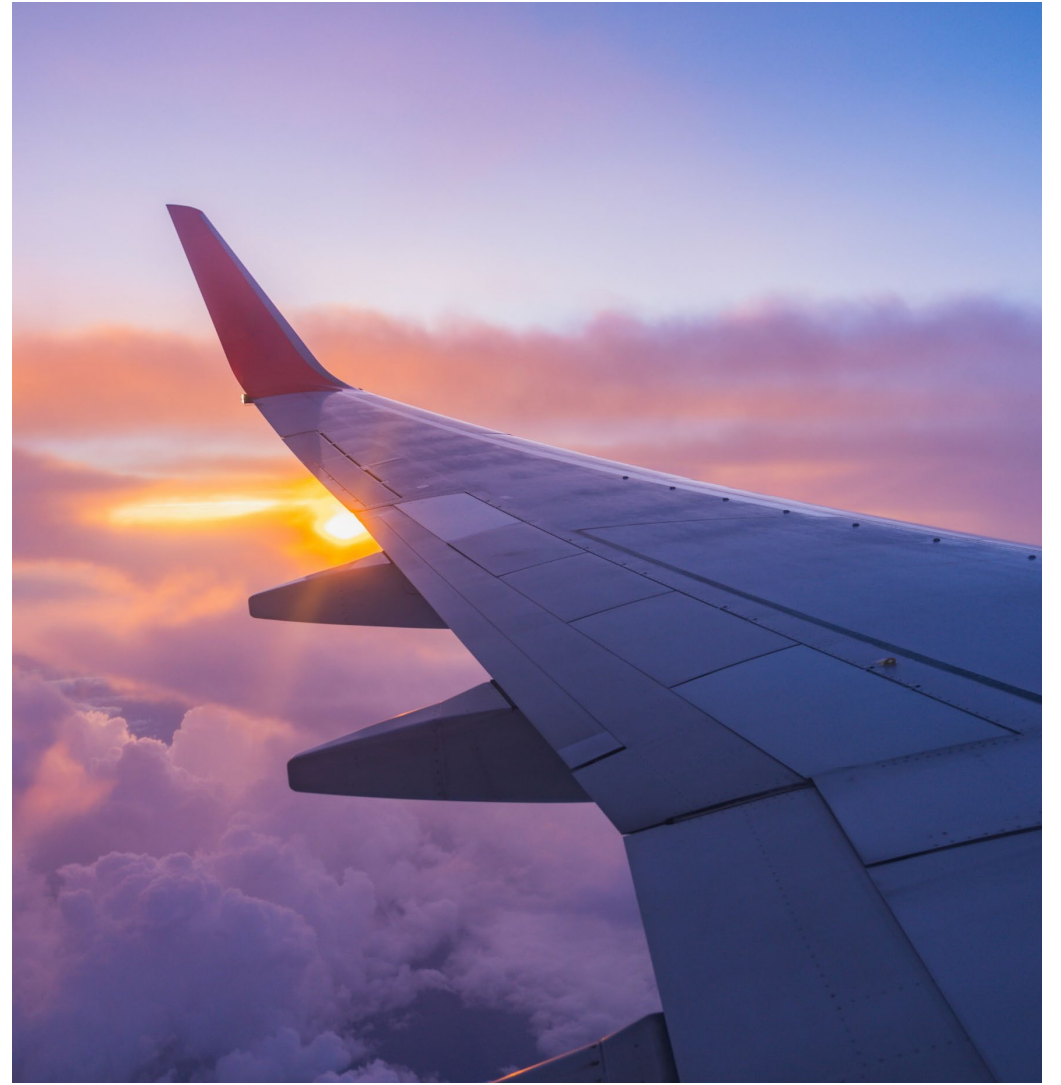
Airline sourcing quotes expire at varying times (based on carrier policy), typically between 30-45 days from the initial quote. If quote expires prior to confirming group and a new sourcing is requested, an additional \$205 sourcing fee will be charged.

UW Overall (Systemwide) Transaction Type	% of Transactions
Online	60.5%
Agent Domestic	29%
Agent Int'l	10.4%

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





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/.

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. 808778573840	\$ 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

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

 **Concur Status**
Operating Normally

 **Ask Fox**

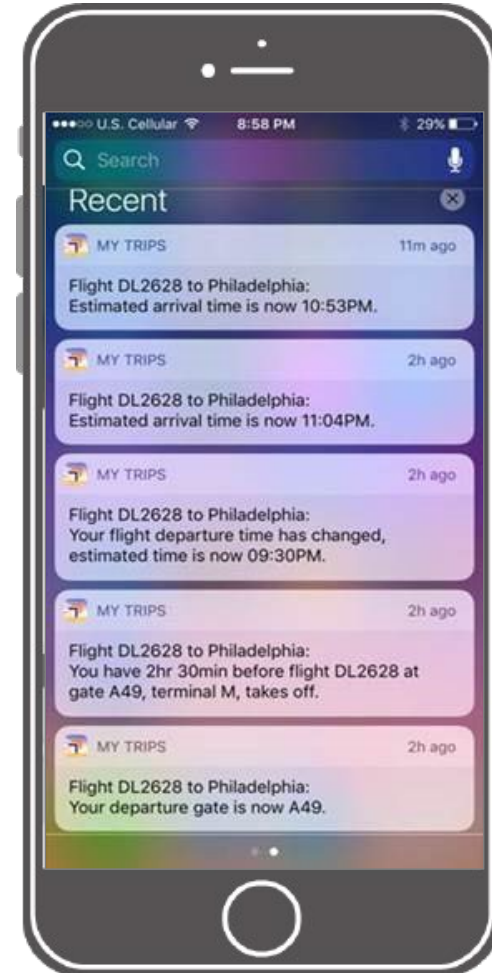
 **Fox Portal**
Invoices & Resources

 **Ready, Set, Travel**

 **Concur Training**
Videos & Guides

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



WAIVERS 3i

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 Fentress
- Waiver Description: KLM Royal Dutch Airlines - Amsterdam Strong Winds
- Impacted Travel Dates: 2018-09-21 to 2018-09-21
- Affected Airport: Schiphol Airport - Amsterdam, NL
- Your Fox Record Locator: R8QQNC

CURRENT TRIP INFORMATION

Date	Flight #	Origin	Destination	Depart	Arrive	Operated By
21Sep	KL1854	Dusseldorf (DUS)	Amsterdam (AMS)	8:15A	9:10A	Klm Cityhopper
21Sep	KL6051	Amsterdam (AMS)	Detroit (DTW)	10:30A	1:08P	Delta Air Lines
21Sep	KL7721	Detroit (DTW)	Appleton (ATW)	3:40P	4:04P	Delta Air Lines

ALTERNATE FLIGHT OPTION

to avoid impacted airport

Date	Flight #	Origin	Destination	Depart	Arrive	Operated By
21Sep	KL6025	Dusseldorf (DUS)	Atlanta (ATL)	1035A	230P	Delta Air Lines
	KL5896	Atlanta (ATL)	Appleton (ATW)	753P	902P	Delta Air Lines

- Flight availability is limited.
- No 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 fwt01@foxworldtravel.com.

Waiver Requirement Detailed Information



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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









Safe To Go

Specific Traveler Alerts

Travel Alert Notification from Fox World Travel

 DoNotReply@foxworldtravel.com
To  Jennifer Terpstra

  Reply  Reply All  Forward  

Sun 8/13/2023 4:25 AM

SAFETOGO®

Travel Alert Notification

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

Passenger(s)

Passenger Name	Booking Reference	Account	Itinerary Start Date
JENNIFER MARGARET RODRIGUEZ	PGP8PT	C15FOX - FOX WORLD TRAVEL	2023-08-13

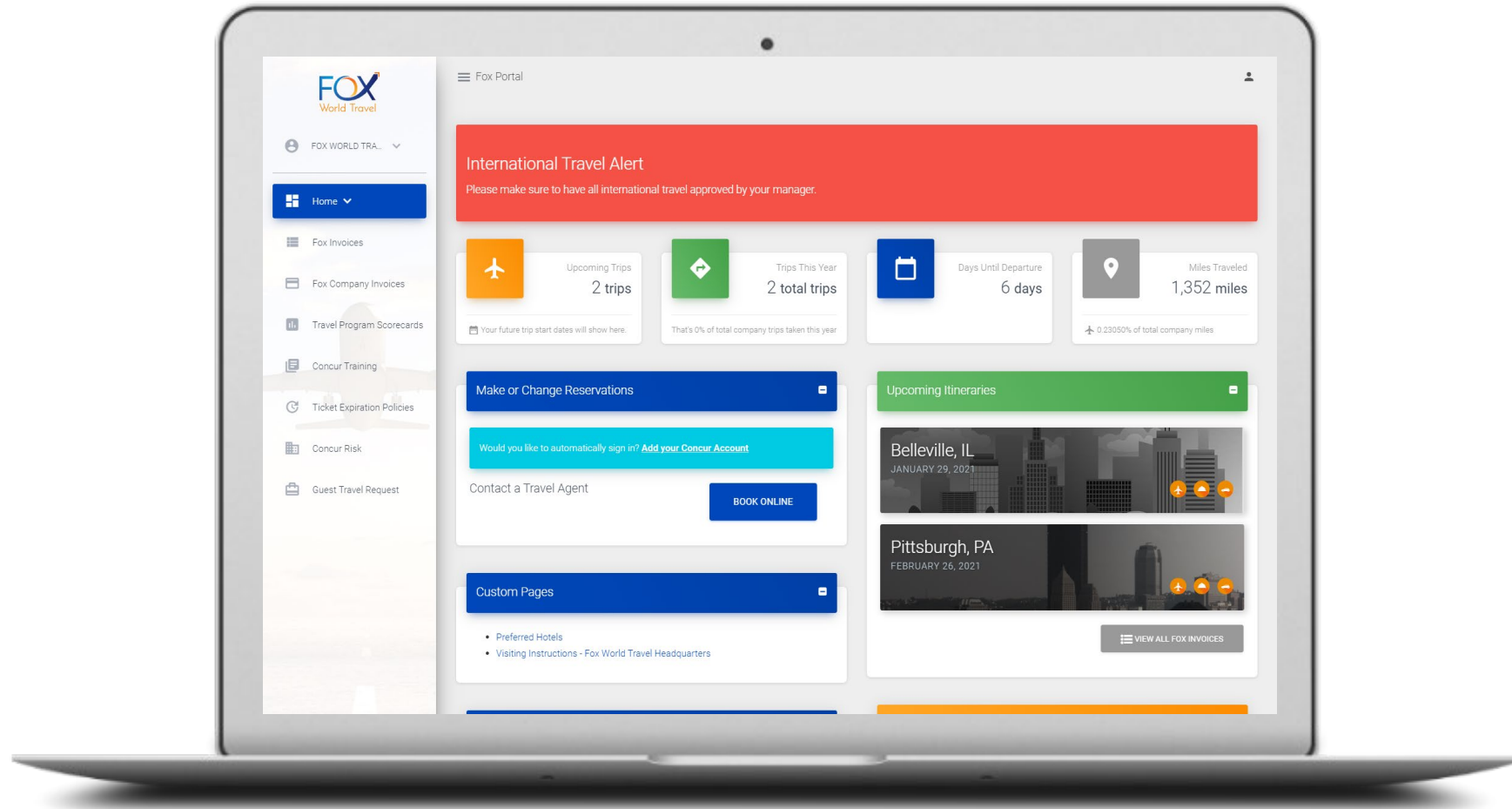
This Travel Safety and Disruptions alert may pose a risk to travel plans. If you are currently in TEXAS KING Restaurant & Meat - 3455 N Belt Line Rd #103, Irving, TX 75062, United States and/or have plans to be in the area before the alert expires (2023-08-14), you may want to contact your travel agent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

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.

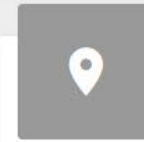


Trips This Year
0 total trips

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.

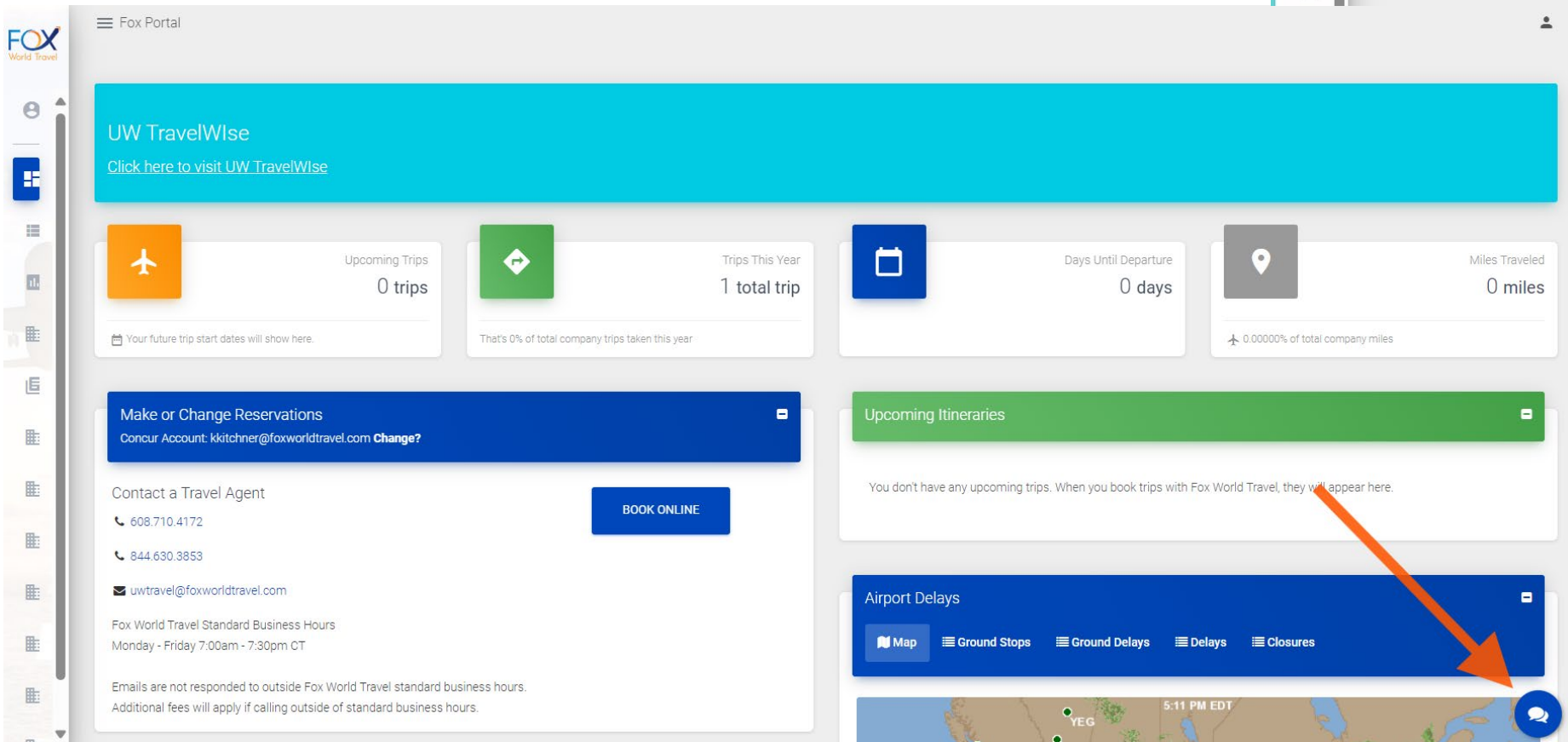
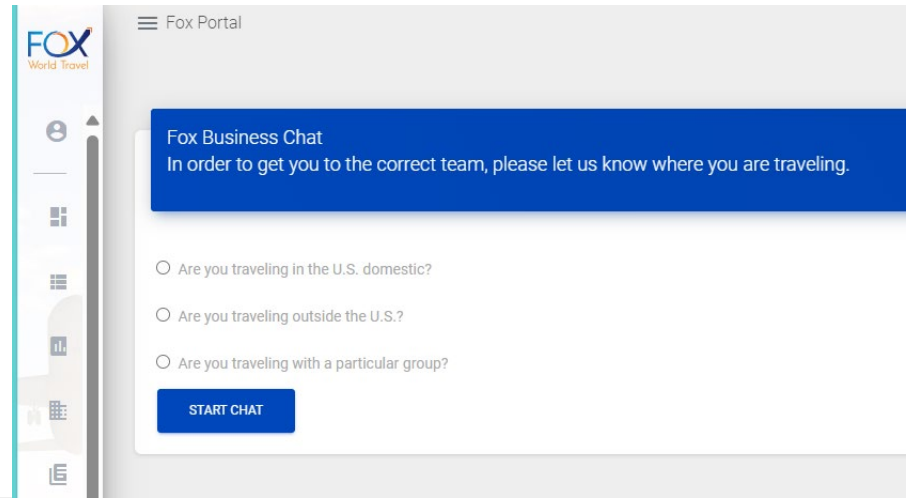
Airline Disruption Waivers



AGENT CHAT

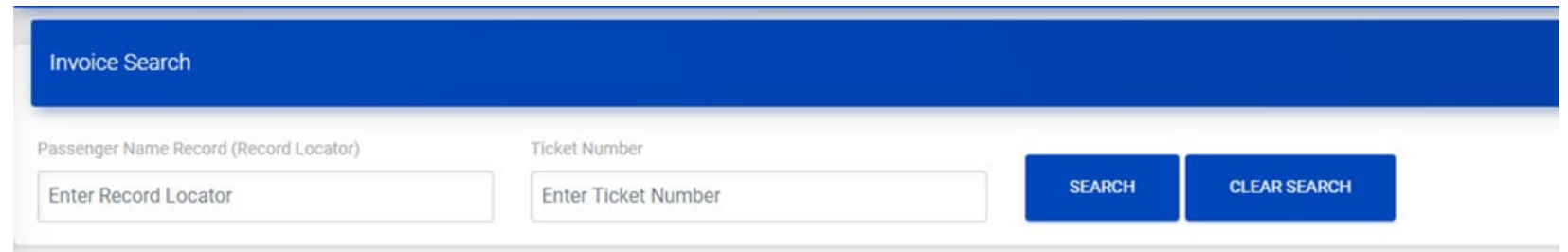
Connect live with an agent through the Fox Portal or your e-invoice.

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'.



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

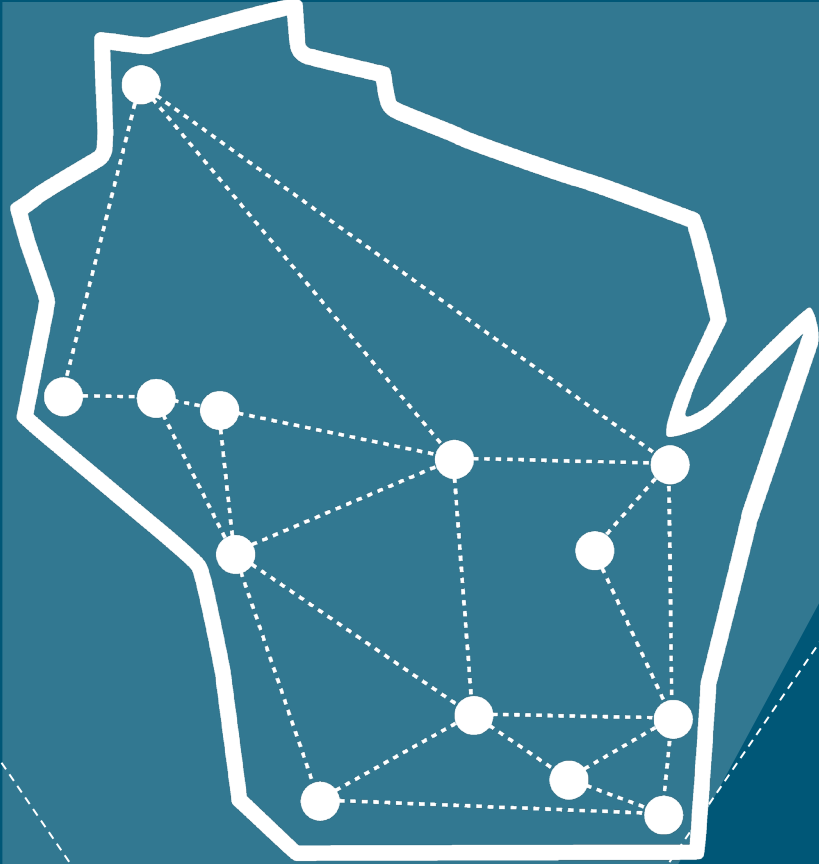
- New "One-time Individual Booking Request Form" and "Custom Booking Solution"
- New dashboard for administrators to manage their booking requests



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