

CONCUR/FOX WORLD TRAVEL Q & A

1. What does it cost to use Concur or Fox World Travel to book my airfare ticket?

BELOW ARE NEW RATES - Effective August 1, 2013

Self-Service - \$7.25 - A travel arrangement is completed online in Concur and agent assistance is not required.

Online Agent-Assisted - \$17.25 - Begin booking in Concur and phone a Fox World Travel agent to assist with the reservation. Online Agent Assisted fee occurs when:

- Changes initiated by the traveler are made to ticket that was booked online
- Agent assistance is required to complete your reservation due to vendor requirements
- Traveler inquires about an online reservation. This includes but is not limited to, inquiries on ticketing or to confirm times, requesting a new itinerary, the addition of a hotel or car, etc. Although a change may not be required, if the agent reviews the ticket reservation to answer traveler inquiries, the agent-assisted fee is charged
- Changes initiated by the traveler to an itinerary requiring a new airline ticket
- A Guaranteed Payment Carrier/Instant Purchase Carrier is booked (Air Tran, Jet Blue, Southwest)

Full Service Agent Booked - \$24.00 – Call Fox World travel agent, by-passing Concur.

Full Service Complex International Booking - \$31.00 – Call Fox World travel agent, by-passing Concur.

After hours emergency support (before 7:00 a.m. or after 7:30 p.m.) - \$17.00 - in addition to service fee.

Differential Fee: - \$10.00 - When your ticket has already been issued at the Self-Service fee rate and you request assistance after the original fee has already been invoiced.

Included at No Charge:

- Calls to FWT online support center for navigational assistance
- Cancellations, voided or refunded tickets when cancelled online (original booking fee will still be charged)
- Airline fare reductions or airline schedule changes
- If a lower fare is identified through a consolidator (alternate source for procurement or airline travel, mostly international)
- Post-trip problem resolution support

Definitions:

Transaction – Each airline or rail ticket issued

Domestic tickets – includes USA, Canada, Mexico and Caribbean

International Travel – Includes Trans-Pacific/Trans-Atlantic/Central & South America

Additional Notes:

Fees are billed at the time of ticketing to the designated charge card.

Agency fees are non-refundable in the event of a void or refund

2. What are the benefits of using Concur or Fox World Travel to book my UW business airfare?

- Discount agreements with American, Delta and United are programmed into the system
- Access to all major airline fares, displayed in an easy to read all inclusive matrix (including Southwest), simplifying the booking process
- A user friendly search by schedule, allowing the traveler to book individual legs of the trip
- 24 hour traveler assistance by phone
- Electronic fare auditor which searches for and rebooks lower fares as they become available
- The ability to void a non-refundable ticket purchased on most airlines by 5:00 PM the next business day without penalty. (Note: The ability to void a ticket is governed by rules specific to each airline and the Airline Reporting Corporation. Concur will display a message warning the purchaser if a ticket on a particular airline cannot be canceled.)
- Ticket inventory which allows usage of unused ticket value toward future trips
- Discount hotel program rates have been programmed into the system
- Reporting capability which is the first required step toward negotiated fare discounts with the airlines

3. Is there training available on how to use Concur?

Yes, training video segments are available. [View Training Videos](#). Users can choose either Full Size Videos or Target Training Videos by clicking on the + sign next to each option.

4. May I use Concur to book personal (non-business) airfare?

No.

5. How do I pay for the tickets booked in Concur?

You may use a purchasing card, a corporate card or a personal card to pay for your travel.

6. May I use Concur for booking a trip which is part personal and part business?

Yes, if the primary purpose for the trip is business.

7. Must I use Concur when booking online if the UW does not reimburse my airfare in full? (Example: Flight costs \$600 but UW administered funds are only going to reimburse me for \$300 of the cost.)

If you are booking online and any or all of the airfare is being paid by UW administered funds, the preferred booking method is Concur.

2. May I book air travel arrangements with Fox World Travel for an accompanying non-employee spouse/friend?

You may but the use of any discount contracts or service fees **cannot** be offered to the non-employee. The non-contract travel agency fee of **\$31.00 airline mandated pass-through charge (GPS)** will be charged for the non-employee's ticket, and the

reservation for the non-employee will have to be made by phoning Fox World Travel. The agent handling your call will “clone” your reservation from Concur to book the non-employee, “companion” ticket.

8. Must I use Concur to book UW business related airfare for non-employees, (i.e., interview candidates, speakers, students, etc)?

It is not mandatory but you do have the ability to book airfare for non-employees if that expense will be paid by UW administered funds. Booking guest airfare through our self-booking tool provides a service to our UW guests, offers safeguards by our travel agency partner and the opportunity for University cost savings, things not realized when non-employees book their own travel.

9. Must I charge my airfare to the Purchasing Card or My Corporate Card if I am personally paying for a portion of my airfare? (Example: Flight costs \$600 but UW funds are only going to reimburse me for \$300 of the cost.)

Split payments between multiple charge cards cannot be done self-service in Concur. You must use the contact a Fox World Travel agent. This option will include an agent assisted fee.

10. What documentation must I submit for payment/reimbursement purposes?

A copy of the electronic invoice which you will receive via email from Fox World Travel must be attached to your travel expense report/e-reimbursement receipt packet. If payment is made via the departmental purchasing card, a copy of the electronic invoice must also be given to the purchasing card cardholder.

11. What will happen if I purchase a fare that is labeled “out of policy” meaning not within \$150.00 of the lowest available fare offered by Concur?

You will have to select a reason code from a drop down box. Note: The choices of “Airline preference”; “Business Class”; and “First Class” will seldom be an acceptable justification for not selecting a fare within \$150.00 of the lowest available fare. Your fare will be listed on an Exception Report which will be provided monthly to the Institution Business Office and the UW System Travel Office. Assuming the fare purchased is not significantly more costly than the lowest logical fare offered and the reason for selecting it appears reasonable, nothing will happen. It is recommended that the traveler or travel arranger be prepared to provide an after-the-fact explanation, if requested to do so.

12. Will I still earn frequent flyer points on my air travel purchased through Concur?

Yes. The policy on earning and using frequent flyer points has not changed.

13. Can an airline credit resulting from a previous ticket, which was not reimbursed in full by the UW, be transferred out of the employee’s Concur profile for personal use by the employee?

The credit cannot be transferred, but assuming the next flight for UW business is also not fully reimbursed by the UW, the credit could be used for that portion of the flight paid for personally by the employee. Documentation from the previous reimbursement should be provided to support the claim on the subsequent reimbursement.

14. What assurance do I have that my personal information is protected and not shared with inappropriate or unauthorized entities?

First of all, your Credit Card numbers are encrypted. Second, the language in the “Terms Conditions and Privacy Policy” relates to customers in the European Economic Area (EEA) who use Concur, putting them on notice that their reservation data may be transferred to the U.S., not visa, versa. The terms and conditions language for Concur is fairly standard within the travel industry and has been reviewed and is acceptable to State Department of Administration contract attorneys.