

TRAVELPORT Q & A

May I continue to use a brick and mortar travel agency for booking air travel?

Yes. Use of the contract with Fox World Travel is only for airfare booked on-line.

Must I also use Travelport for my foreign airfare booked online? (Note: Canada, Mexico and Latin America are not considered foreign travel.)

Although the contract is for all airfare booked online, Fox World Travel representatives advise that unless the trip is a routine, i.e. roundtrip Chicago to London, that it is a "best business practice" to utilize a skilled international agent at a brick and mortar agency to arrange such travel. The UW System concurs with that assessment.

Why should I use Travelport when I can get the same fares by booking direct on the airlines' websites or from a commercial generic site at no charge?

While some airlines do not charge a service fee, most commercial booking sites now do. Some of the additional benefits that accrue as a result of the contract that are not generally or readily available when using the commercial or airlines' websites include:

- UW System policies and travel contracts embedded in Travelport web portal
- Access to all major airlines' fares (Southwest Airlines excluded), not just the specific carrier's fares when going to their websites
- Electronic fare auditor which searches for and rebooks lower fares as found
- Ticket inventory which allows usage of unused ticket value toward future trips
- 24 hour traveler assistance
- UW earns corporate frequent flyer points in addition to those earned by the traveler
- Ability to cancel a purchased non-refundable ticket by 5:00 PM the following business day without penalty. Cancellations may be done on Travelport. Agent fee is non-refundable.
- Regularly scheduled Travelport web-based familiarization sessions
- Reporting capability which is the first required step toward negotiated fare discounts with the airlines

If I find a lower fare on another commercial internet site, may I book it?

You may purchase the lower fare but in accordance with state procurement rules (see <http://www.bussvc.wisc.edu/acct/policy/travel/airtrav.html>) you must then provide written documentation, preferably a print screen from the Travelport quote, with your claim for reimbursement or purchasing card transaction if payment is made using a UW purchasing card. Note: Acceptance of a lower fare from a non-contract vendor should be weighed against the lost benefits i.e., fare auditor, unused ticket inventory, 24 hour traveler assistance, etc. of not using Travelport.

Travelport is not compatible with internet browsers "Firefox" or "Safari". What is the expectation and requirement that I use Travelport if I don't have access to it through the browser on the computer at my workstation or office?

Although the State's contract for use of Travelport is strongly encouraged as the preferred, best practice method for booking airfare online, we recognize that some employees may not have convenient, logistical internet access to it. Our goal is to get those who have IE or Netscape to use it to the maximum extent possible. If Internet Explorer or Netscape is not available at either the employee's or designated Travel Coordinator's workstation, it is recommended that employees visit or call a brick and mortar travel agency to book the air travel or continue their current practice until Travelport is compatible with their browsers.

Why is the default for departure and return times on Travelport set at 4 hours?

State/UW travel regulations (see <http://www.bussvc.wisc.edu/acct/policy/travel/airtrav.html>) require a four-hour window. Note: You have the ability to change the window to a longer period to open up the possibility of finding cheaper fares. You should not, however, lower it below four hours unless you have an acceptable justification for doing so.

May I use Travelport for booking personal (non-business) airfare?

No. (See question and answer below concerning booking for non-employee traveling companions.)

May I use Travelport for booking a trip which is part personal and part business?

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

Must I use Travelport 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.)

You are strongly encouraged to use Travelport which is recognized as the preferred, best practice method of obtaining airfare online. You still have the option to use a non-internet site (brick and mortar travel agency) for booking airfare when the UW does not reimburse in full.

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

You may but the contracted service fee cannot be used for the non-employee. A higher fee (\$29) 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 with the information from your cloned reservation on Travelport.

Is there a capability to and must I use Travelport to book UW business related airfare for non-employees, i.e. interview candidates, speakers, students, etc.?

You have the ability to book airfare for non-employees if that expense will be paid by UW administered funds. It provides safeguards and the capability for cost savings, something that allowing the non-employee to book their travel doesn't provide.

Why am I required to charge my airfare to a UW Purchasing Card or UW issued U.S. Bank Corporate Travel Card?

All airfare should be paid by either of the above preferred, best practice methods. Use of the purchasing card reduces out-of-pocket expenses for travelers. Use of these cards also facilitates the collection of travel data which can be used for reporting and developing travel services contracts. Please contact [Yvonne Quamme](#) for information and assistance with the UW Madison Purchasing Card and Travel Card Programs. Although other personal liability credit cards, i.e., Discover, American Express, etc. are listed as payment options in Travelport, the purchasing card and travel card are the preferred methods of payment. At this point in time Fox World Travel is unable to limit the display of cards appearing in Travelport.

Must I charge my airfare to the P-card or the US Bank Corporate Travel Card if I am personally paying for a portion of my airfare? (Example: Flight costs \$600 but UW administered funds are only going to reimburse me for \$300 of the cost.)

Any portion of travel which is being reimbursed by the UW should be paid using one of the above mentioned cards. Because use of the P-card for payment might result in a cost recovery situation the US Bank Corporate Travel Card should be used in place of the P-card.

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 TER. If payment is made via the departmental purchasing card, a copy of the electronic invoice must also be given to the purchasing cardholder.

What will happen if I purchase a fare that is labeled “out of policy” meaning not the lowest fare offered by Travelport?

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 the lowest fare. Your fare will be listed on an Exception Report which will be provided monthly to Accounting Services 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 is acceptable, 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.

Will I still earn frequent flyer points on my air travel purchased through FWT?

Yes. The policy on earning and using frequent flyer points has not changed. See section III. A. 7 of the UW Travel Regulations for details (<http://www.uwsa.edu/fadmin/flyer.htm>).

May an airline credit resulting from a previous ticket which was not reimbursed in full by the UW be transferred out of the employee’s Travelport 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.

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

All credit card numbers entered into Travelport are encrypted and there is the option of entering the credit card number for payment as a ticket is purchased. It is not saved to any profile if the 'enter once' process is used. The language under item #4 in the “Terms Conditions and Privacy Policy” relates to customers in the European Economic Area (EEA) who use Travelport putting them on notice that their reservation data may be transferred to the U.S., not visa, versa. The terms and conditions language for Travelport is fairly standard within the travel industry and has been reviewed and is acceptable to State Department of Administration contract attorneys.