1. Where can I find the airfare policy?

Policy 201.A Air Travel can be found at: http://www.bussvc.wisc.edu/acct/policy/travel/airtrav.html

2. I’m confused by the January 5th and the July 1st dates related to the new airfare policy. Does this mean I don’t have to use Fox World Travel or Concur until July 1st?

The new policy went into effect on January 5, 2015, the “grace period” is to protect those that may have missed the communication and/or not been informed of the new policy. The grace period is not intended to allow continued non-compliance for those aware of the new policy. With that being said, you are correct, if you purchase your tickets outside of the contract (Fox World Travel/Concur) prior to July 1st then you can still be reimbursed. I would encourage adoption of the new policy as soon as possible to ensure our campus has time to adapt to this culture change.

3. How do I know when I should use Concur and when to call Fox World Travel directly?

Visit the “Booking Matrix” at: http://www.foxworldtravel.com/UW/reservations/

4. Can employees still be reimbursed if they use a personal credit card?

Yes, as long as travelers book their airfare through our contract (Fox World Travel/Concur), they can be reimbursed regardless of payment mechanism.

5. Is use of the contract still required if the travel is complex, for a group or for international travel?

Yes, all University paid airline tickets must be booked through Fox World Travel Agents or using the Concur self-booking tool. This includes airfare for employees, students, guests and group travel, both domestic and international. Reservations can be made on-line through Concur or directly with a Fox World Travel agent. Visit UW TravelWIse for access to the contract vendor/booking tool and other University travel related information.
Policy 201.A Air Travel Q&A

6. What if a non-employee purchases their own airline ticket and they didn’t use Fox World Travel or Concur?

It is preferred that an employee makes airfare reservations on behalf of a non-employee traveling on official UW Madison business through Fox World Travel/Concur. However, we acknowledge there will be times when a non-employee will prefer to book their own airfare. If this happens and the non-employee did not use our contract, the UW – Madison will still reimburse the non-employee for their airfare ticket.

Accounting Services has a few best practice suggestions when dealing with non-employee travelers:

a. Whenever possible, a travel arranger should book the airfare on the behalf of the non-employee traveler using a p-card approved for travel through Fox World Travel/Concur.

b. Provide the non-employee with the Fox World Travel contact information, see:


   c. If the non-employee is being paid a service fee, in addition to the University reimbursing their travel expenses, we recommend estimating the travel expenses and paying the non-employee a lump sum payment via the Payment to Individual Report (PIR).

7. Do I need to use Fox World Travel/Concur when booking my hotel and car rental?

No, the mandatory use of Fox World Travel/Concur only applies to airfare reservations.

8. I already booked my airline tickets, do they need to be cancelled?

You do not have to cancel or modify existing reservations purchased prior to the policy change.

9. Where can I find the link to UW TravelWIse?

   http://www.foxworldtravel.com/UW/reservations/
10. As of January 5th, I am no longer seeing a service fee on my receipt, are we no longer charged a service fee from Fox World Travel/Concur?

Service fees are now being paid centrally.

11. What about employees with ADA exemptions?

Employees with ADA exemptions on file should contact a Fox World Travel agent directly rather than using Concur.

12. Assuming an employee has the appropriate pre-approval to do so; will travelers be able to book extra legroom (i.e. Economy Plus/Economy Comfort) through Fox World Travel/Concur?

According to policy, travelers can upgrade tickets that were initially purchased as a Coach class fare. Travelers will not be able to book Economy Plus/Economy Comfort using Concur – it is recommended the traveler contact an agent for assistance.

13. How do I book group travel?

Fox Premier is used for group travel arrangements when the UW group needs match one or more of the following criteria:

- Have 10 or more individuals traveling to the same location – including air, lodging, ground transportation
- Need to use a single University charge card for multiple travelers (inbound or outbound) – can be less than 10 travelers for this purpose
- Want group traveler monitoring for report/alert in emergencies
- Need to store a department charge card for ongoing usage or for use by a list of approved travelers
- Would like group reports, including total ticket/program costs, alpha manifest or arrival/departure passenger manifest

For procedures, please see the Book Matrix at: http://www.foxworldtravel.com/UW/reservations/

14. What if we are using Grant funding with contracts which require the use of minority businesses?
If you feel that you are under contract to override UW System’s policy for mandated use of Fox World Travel/Concur, please contact Accounting Services at uwtravel@bussvc.wisc.edu

15. What about airfare purchases for interview candidates, new employee relocation and house-hunting expenses?

It is important to keep in mind that interview candidates and new employees must adhere to UW Madison policy; therefore, they must use our contract vendor to purchase their airfare. Please see the Employee Relocation Guide at: http://www.bussvc.wisc.edu/acct/policy/travel/EmployeeRelocationGuide.pdf

*Note:* House-hunting expenses are not reimbursable using state funding and must be reimbursed using UW Foundation funds.

16. If we increase the number of non-employee/student airfare booked through Fox World Travel/Concur, how do you suggest we advise our departments to staff for the increase?

Debbie Talbott, UW System Administration onsite agent will provide booking assistance for non-employee travelers. For contact information and procedures, please see the Booking Matrix at http://www.foxworldtravel.com/UW/reservations/.

*Note:* You may also use Debbie’s services to book a travel companion airline ticket.

17. Where do I go if I have questions regarding the policy?

Please see policy 201.A Air Travel at: http://bussvc.wisc.edu/acct/policy/travel/airtrav.html If you still have questions, please contact the Travel and Card area at: uwtravel@bussvc.wisc.edu

18. What actions do I need to take as an Approver, Auditor and/or P-card Site Manager between now and July 1, 2015?

Effective July, 2015, UW employees will not be reimbursed for airfare booked outside of Fox World Travel or Concur. Non-compliance may also result in restricted use of the Purchasing Travel Card. Accounting
Services is preparing How-To documentation and will provide further instruction to these groups directly.

19. What actions do I need to take as an Approver, Auditor and/or P-card Site Manager through June 30, 2015?

You should continue auditing transactions as you have been through June 30th.

Don’t forget the Trip Planning Guide is a great resource to distribute to anyone preparing to travel on official UW business. The Trip Planning Guide can be found at: