



January 22, 2015

[This was previously sent as an email.]

UW-Madison Faculty and Staff,

As you may be aware, effective July 1, 2013, Wisconsin Act 32 (2011-2013 Biennial Budget) granted the Board of Regents the flexibility to establish a new travel program for UW institutions apart from the State travel guidelines prescribed in the Compensation Plan. As a result of a competitive bidding process, Fox World Travel (FWT) and the use of its on-line booking tool (Concur) was awarded a direct contract with UW institutions for travel services.

Since then, UW-Madison has been working with stakeholders across campus to communicate various UW-System travel policies and the changes affecting our campus. In follow-up to a recent *Inside UW-Madison* article [December 18, 2014 Inside UW-Madison](#), the purpose of this memo is to reiterate the new changes in UW-System's airfare travel policy and provide you additional information about the resources available at UW-Madison to assist you with questions or concerns.

The key changes to UW-System's airfare travel policy are:

- Effective January 5, 2015, **all** airfare reservations initiated by University employees must be made through Fox World Travel or Concur. This includes airfare for employees, guests, students, and group travel, both domestic and international.
- Effective July 1, 2015, UW employees booking airfare outside of Fox World Travel or Concur will not be reimbursed. In other words, airfare expenses incurred by UW employees after July 1, 2015 through other travel services providers will not be reimbursed.

In preparation for these changes, Fox World Travel has taken several measures to improve UW travelers' safety, convenience and cost efficiency. Those measures include additional travel agents specifically to support UW institutions, a new notification application providing flight updates (delays, cancellations, gate changes) available via text and email, and modifications to Concur to improve the user experience. Additionally, UW-System's managed travel program website [UWTravelWise](#) has been modified to be more intuitive with distinct guidance for individual travelers, travel arranged for others and group travel. Finally, effective January 5, 2015, Frontier Airlines began offering an increased 5% discount on airfare booked through Fox World Travel or Concur.

Currently, UW-System's managed travel program (UWTravelWise) includes airfare discounts with Delta, United, American, Southwest, Frontier and Sun Country, as well as 24/7 travel assistance when flights are delayed or cancelled. As the airfare volume booked through Fox World Travel and Concur increases, it is anticipated that UW institutions will be able to leverage even deeper airfare discounts with the airlines. This, in turn, creates savings opportunities and the potential to develop new travel reimbursement rates that will more adequately compensate our travelers for their expenses.

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The UW-Madison's airfare policy has been updated to reflect these changes: <http://www.bussvc.wisc.edu/acct/policy/travel/airtrav.html>. In addition, the Division of Business Services is planning to dedicate more concentrated travel management resources for trouble-shooting travel issues for UW-Madison travelers and to perform additional data collection and analysis to support the program.

Should you have questions or concerns, please contact [Rusty Haines](#), Director of Disbursements, [Dan Langer](#), Controller. You may also e-mail us at uwtravel@bussvc.wisc.edu for further information or assistance.

Thanks,

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