

Why use the Concur on-line self-booking tool and Fox World Travel (FWT)?

Benefits

Concur On-Line Booking:

- Real time access to all available flights and fares through a single on-line resource for booking airfare, lodging and rental car in the same reservation.
- Retention of unused ticket information to use for future travel.
- Exclusive access to negotiated airline discounts with UW preferred carriers, negotiated hotel discounts, and discount rental car rates. These discounts are not available through other agencies, internet sites, or airline web sites.

Fox World Travel Full-Service Features:

- Full-service agents can be contacted at 1-866-230-8787 to book complex (multi-destination) and small group (less than 10) travel. Fox World Travel has a dedicated team of agents assigned to the UW account to meet the specific needs of our travelers.
- Fox World Premier can be contacted for booking large group travel including negotiated airfare and complete meeting planning services.

24/7 Support Services:

- Flights are changed, cancelled, or otherwise delayed; Fox provides 24/7 support.
- Proactive contact with travelers when weather/risk related events occur to make alternative travel arrangements or assist with required ground services such as hotels and transportation.
- Tickets can be voided within 24 hours of purchase with no airline penalties.

Strategic Sourcing Opportunity to Increase Meal and Lodging Reimbursements:

- As the travel volume booked through Concur/Fox World Travel grows, further vendor discounts will be available.
- This strategic sourcing will provide financial resources to be used to help offset the cost of increasing travel meal and lodging reimbursement rates.

Background

- The University of Wisconsin was extended the flexibility to establish its own travel program per state statute effective July 1, 2013.
- UW-Madison spends approximately \$25 million on travel annually, with approximately 50% of that amount on airfare.
- Travel characteristics at UW Madison:
 - Over 50% for conferences
 - 70% are 1-4 day trips
 - 45% of travel is in-state and 40% is domestic out of state
 - 70% of flights are with Delta and United
 - Most popular lodging is Hilton, Marriott and Hyatt
- Strategic sourcing non-complex travel at public universities is increasingly common, including recent adoption by the California system.
- For non-complex travel (non-stop domestic and international metropolitan cities) use Concur or Fox World Travel for booking. If an alternative is used, expenses will not be reimbursed prior to completion of travel.

Testimonials

- *"I got an email today from Fox World Travel that the flights I had booked through Concur had changed" and was informed "follow up with questions within 24 hours or could incur airline fees to make changes. I had questions, so I called. It's the Saturday night before Christmas, and all the airlines are still trying to get people rebooked with weather delays, but I got a pleasant, patient person who quickly figured out what had happened. It was just like the good old days. I am officially a fan!"*
- *"I took seriously ill in SFO while enroute to Asia & Australia. Following hospitalization, I contacted Fox World's Travel for assistance in obtaining any possible refunds. FWT personnel were able to work with the airlines to refund and credit most the costs of my trips from multiple airlines (approx. \$3000). I would have not been able to recover these costs on my own, so am forever grateful to FWT."*
- *"We find the Concur website efficient and easy to use when booking out-of-state travel. It is an effective administrative tool!"*

