MAKING RESERVATIONS FOR OTHER EMPLOYEES

LOG INTO YOUR CONCUR ACCOUNT
(See user guide for log in and booking instructions)

- Select traveler’s name from the pull down menu on the upper right of the screen.

- The traveler must select you as a travel arranger in their profile for you to see their name in your pull down list. Your Institutional Travel Manager may also assign the traveler to your profile.

- Be sure to change the pull down menu to the traveler name. The default in this space is “me”.

- Their travel profile preferences, and frequent traveler accounts will automatically pre-populate as you go through the booking process.

- Follow Concur process for booking flights, hotels, and rental cars.

- The travel reservation can be found under the “Arrangers” section within your profile, under “Upcoming Travelers” tab in the center of your page.

**BOOKING A GUEST TRAVELER**

All Travel Arranger/Assistant’s must have coordinator status in your profile to book for a non-employee guest traveler. Contact your Institutional Travel Manager for this access. Once you have this status, follow the steps below.

Log in to your profile:

- Select ‘Guest Traveler’ from the drop down menu in the upper right side of the screen.

- Enter data in the flight search area.

- Select the Division name that will be purchasing the ticket.

- Select desired flights.

- Enter guest name and details after booking flights.

- Follow prompts to enter payment (credit card) info, etc.

**TRIP PAYMENT**

Traveler profiles must contain either a University Purchasing Card or a University Corporate Travel Card, both issued by US Bank. For University Guest Travelers, enter a Purchasing Card number when prompted for payment.

When entering credit cards in the traveler profile, you must define how the card can be used (air tickets, car rental, etc.). Typically, the first card entered will be used when more than one card has been listed.

**CHANGE OR CANCEL A BOOKING**

Changes to flights booked on Concur can only be completed prior to ticket issue. For post-ticket flight changes or changes to reservations that you have booked over the phone, please contact Fox World Travel at 866-230-8787.

- Select the traveler’s name from the pull down menu on the upper right of the screen.

- If you have an un-ticketed trip and wish to make a change, select a Trip Name from the ‘Upcoming Trips’ tab. This will activate the ‘Trip Actions’ menu.

- Select desired flights.

- Select ‘Change Seat’ to change any pre-assigned seat numbers (if available).

- Select the ‘Add Car’ or ‘Add Hotel’ links to add a car rental or hotel booking.

**CONFIRMING YOUR BOOKING**

- The ‘Travel Details’ page provides an opportunity to review your selections prior to purchase.

- To change existing reservations,

  Call Fox World Travel at 866-230-8787.

- Select ‘Change Seat’ to change any pre-assigned seat numbers (if available).

- Select the ‘Add Car’ or ‘Add Hotel’ links to add a car rental or hotel booking.

- Review ‘Totals and Restrictions’ area for price breakdown and rules/restrictions that may apply.

- Select ‘Purchase’

**ITINERARY AND E-RECEIPT**

Travelers will receive an email E-Receipt. Note: Printed itineraries cannot be used as a receipt, only E-Receipt serves as the true receipt. Please allow up to an hour to receive your email receipt.
MY TEMPLATES

A 'Trip Template' is a record of a trip that you can use at a later date to make travel reservations for the same trip and travel cities, speeding up the reservation process. This is especially handy if you book for several employees traveling to the same location or you have employees that take the same trip repeatedly.

You can use any prior trip that you’ve arranged for yourself or others to create a template.

To create a 'Personal Travel Template', click on the 'Add New Template' link. New templates can be created from an empty template or by using an existing trip.

To use a trip template, select 'Templates' from the Concur navigation bar.

Select a trip from the list of Personal Travel Templates that you’ve set up.

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Click on the 'Book' link next to the template you wish to use.
Enter new dates. Concur will use your pre-defined details to book your trip.

Click on the 'Edit' link next to the template if you wish to change some of the pre-defined information (e.g., Time of travel).

LOW FARE REMINDER

Concur highlights the lowest fares with a green reserve button. It is permissible to select a fare greater than the lowest logical fare but you may be prompted to select a reason for picking a higher cost flight. Note: The UW Preferred Carriers are: American, Delta, and United – discounts are displayed in Concur.

This flight is not in compliance with the following travel policy:

Airfare greater than the lowest cost logical airfare plus $20 dollar.

Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip.

*Please Choose a Reason*

Please explain why you have chosen this flight: 1009. We will log flights which you did not take.

BOOKING FOR NON-EMPLOYEE TRAVEL COMPANIONS

If you are booking a reservation for an employee who would like to take a travel companion on the trip, you may assist in the booking, but our contracted service fee cannot be extended to the non-employee unless the non-employee companion has a UW business purpose for being on the trip.

To handle this type of reservation, book the employee ticket as you would normally. Near the end of the reservation process you may enter a note into the Comments for the Travel Agent box on the Trip Booking Information page.

FINDING HELP

- Select 'HELP' from the Concur navigation bar to display quick links to online help information.
- Visit our Corporate Travel Center for policy & procedural information http://portals.foxworldtravel.com/University
- Fox World Travel Online Support Desk
  Monday - Friday 8:00A-5:00P CST
  Phone: 866-230-8787
  or email: online@gofox.com
  *No fees charged for Online Support Desk assistance*
- For Reservation Assistance Call Fox World Travel
  Monday - Friday 7:00A-7:30P CST
  Phone: 866-230-8787

Comments for the Travel Agent (optional)

Special Requests may incur a higher service fee.

Please book same ticket for my Travel Companion - Jane Smith. Call me at 608-222-1234 for ticketing and name details.

The employee's service fee will be at the Agent Assisted rate $18.25 + $2.00 The agent handling your reservation will be the company reservation that you made in Concur to book the non-employee, “companion” ticket. The non-contract travel agency fee of $29.00 + $2.00 airline mandated pass-through charge (GDS) will be charged for the non-employee's ticket and must be paid for using a personal form of payment of the traveler.

Or, you may phone Fox World Travel at 866-230-8787 to make the reservation for the non-employee travel companion. The agent handling your call will “clone” the employee reservation that you made in Concur to book the non-employee, “companion” ticket. The non-contract travel agency fee of $29.00 + $2.00 airline mandated pass-through charge (GDS) will be charged for the non-employee’s ticket and must be paid for using a personal form of payment of the traveler.

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