UW TravelWIse Travel Vendor and Policy Transition FAQs

**Note:** All Covid-19 related travel FAQs can be found on the [UW System Coronavirus website](https://www.wisconsin.edu/coronavirus/frequently-asked-questions/).

**Air**

# Do I still book in Concur?

Yes. Concur will still be UW’s online booking tool. After July 1, 2020 it will be hosted and managed Travel Inc.

# Can I book airfare on my own (via Expedia or on the airline website)?

No. UW will still require the use of our contracted travel agency partners for all airfare.

# What if I find a lower fare online than I can find in Concur or with Travel Inc?

Travel Incorporated offers a Low Fare Guarantee and automatically compares all bookings against google flights to ensure they are always booking the lowest fare.

# Can I use UW contracted airline discounts for personal travel?

No, UW air contract cannot be used for travel that is 100% personal in nature. However, when combining personal travel with business travel, UW air contracts can be used.

# Am I able to combine personal and business travel and book through UW contracted travel agencies? If so, what are the requirements?

Yes, travelers can combine personal and business travel and book individual tickets through Travel Incorporated. When a traveler elects to combine personal travel days with business travel, cost comparisons must also be obtained to ensure that the University is paying for the business trip dates only. A cost comparison must be provided to show the cost of the lowest appropriate airfare for the business travel dates only and another with the added personal dates. The lower of the two comparisons will be paid or reimbursed by the University.

**Valid Cost Comparisons**: Concur or agents from one of the university’s contracted travel agencies must be used for cost comparisons. Because of pricing and availability fluctuations, accurate cost comparisons must be done immediately, in succession, to be valid.

# Can I use the university’s contracted travel agencies to book my companion/family travel?

Yes, the university’s contracted travel agencies can assist with companion/family travel. However, please keep in mind their primary responsibility is to service university sponsored/business-related travel. The consultants do not specialize in vacation travel. If your request exceeds their capacity, you will be referred to a vacation/leisure consultant. Also, keep in mind, service fees will apply to personal travel/companions.

# Since I’m able to book my companion/family with contracted travel agencies will my family receive UW contracted airline discounts?

No, companions/family members are not eligible to receive UW contracted airline discounts.

# Will Travel Incorporated be able to use my cancelled ticket(s) from Fox World Travel?

With the high volume of unused tickets due to Covid-19 cancellations this process is still under review. Additional information will be provided once we know more.

# Can I keep my Fox World Travel Administrative Group Code?

Travel Incorporated will manage all Admin Groups after July 1st. We are still determining what their process will be. More info to come.

How will guests and student travelers book their travel?

There will be 2 options for guest and student travel.

* UW Travel Arranger can establish and [Administrative Group](https://www.wisconsin.edu/travel/planning/group-travel/) code so students and guests can contact Travel Inc to book on their own. Training of the Travel Inc Admin Group Process will be provided in June 2020 and the process updated on UW TravelWIse after the July 1, 2020 go-live.
* Guests and students will work through University employees who have active profiles in Concur to book airfare, lodging and vehicle rental with Travel Incorporated.

# Now that we have multiple travel agencies, can I shop around between them for the best fare for my group?

No. All agencies have access to the same airline/car/hotel information in their GDS system and through airline group desks. If you get a quote from one agency, they may hold space with the carrier and tie up inventory that the other agency would then not have access to. This is highly discouraged and a waste of everyone’s time.

# How do I book deviations from a group block (that was booked with Fox) – some travelers need “live sell” individual tickets?

If you’ve established a Group Block, book deviations with Fox

# What if I start with Fox (10 or more originally) but number drops to 8?

If you have spent time with Fox, beyond intake, continue working with Fox

# What if the group is 12 people but only 6 are traveling together (on the same flight), the rest will be meeting us at destination?

Work with Travel Incorporated as the ‘group’ portion is less than 10.

# I’m arranging a group for club athletics, not NCAA. Who do I book with?

Non-NCAA athletics groups of 10 or more should book with Fox World Travel. Groups of less than 10 should book with Travel Inc. However, if you’ve already started working with Shorts, it’s ok to continue doing so. You will not be penalized.

# What if I don’t know what type of a group I need to book?

The travel agencies will help you determine what type of group you need. As a general rule, if you have 10 or more travelers, who will all be traveling together on the same flight, non-NCAA travel work with Fox World Travel. If you have a group of 10 or more who will all be booking individually (i.e. traveling on different flights or paying with different credit cards), book with Travel Incorporated.

# My NCAA group was cancelled during the Covid-19 travel bans. I have a credit on file with Fox but am now supposed to book with Shorts. Who do I book with?

With the high volume of unused tickets due to Covid-19 cancellations this process is still under review. Additional information will be provided once we know more.

What do I do when our guests book out of policy?

It is the responsibility of the hosting department to ensure that all guests of the University are aware of UW Travel Policies. Guests should be provided a copy of the University’s [Visitor Travel Guide](https://www.wisconsin.edu/travel/download/user_guides/UWTravelWIseVisitorsTravelGuide_April12020.pdf) prior to scheduling travel. If the guest books outside of policy, please reach out to your [campus travel manager](https://www.wisconsin.edu/travel/support/) to inquire about obtaining an approved Travel Policy Exception.

I require curb side assistance and conveyance at the airport. Can I be reimbursed for this?

Yes, if medically necessary. Please provide an explanation for the expense in the justification section of the expense reimbursement report. An ADA exception may be requested.

When coaches are traveling to NCAA conventions or Coach conventions specifically related to their sport, will those travel arrangements go through Shorts or Travel Inc

Coaches for NCAA athletic teams should book through Shorts Travel (after July 1st) whether it’s individual travel for a conference or recruiting trip, etc. or team travel. However, coaches will not be penalized if they book their individual travel through Travel Inc.

For NCAA travel, what if we find a lower fare online - will Short's work to match it?

Short’s does offer a low fare guarantee for all individual/live sell airline tickets.  However, due to the nature of group travel and the fact that fares found online are typically for single travelers, the fare match/guarantee will not apply to groups.

Short’s Low Fare Guarantee

If a traveler can document to Short’s Travel Management a lower fare at time of ticketing on an identical flight, STM will book the lower airfare (or the traveler may show evidence that the fare was purchased within same time period) and refund the original ticket.

Traveler Process to utilize the Low Fare Guarantee – **COMING SOON**

**Car**

# Should I still book with Enterprise/National?

Yes, National/Enterprise will continue to be the preferred suppliers for UW. Hertz will continue to be secondary.

# Am I able to use the Enterprise/National car contracts for personal use?

Personal use may be added in conjunction with a business trip, either at the beginning of the end of your reservation. When reserving for strictly Non-Business/Personal use, use the [Big10 Non-Business Use Booking Portal](https://partners.rentalcar.com/uws/#/non-business-use). Please note additional coverages such as CDW or LDW are not included when reserving a strictly personal rental. These coverages can be added for additional fees. *Students and other youthful drivers may not rent for personal use.*

I am booking several vehicles. Can I book directly with the vehicle rental agency?

Users are highly encouraged to book all vehicle rentals through Concur or our contracted travel agency partners as contract details are built into the booking channels. However, booking directly with a vehicle rental agency is allowed. When booking outside of Concur/contracted travel agencies, it is the responsibility of the traveler/arranger to make sure the preferred contracted vendors are being used (Enterprise/National) and that the [Big Ten contract](https://www.wisconsin.edu/travel/policies/ground-transportation/enterprise-national-car-rental-big-ten-rates-and-procedures/) is being utilized. Tax exemption documentation must also be provided upon vehicle pickup.

Enterprise doesn't have any vehicles available. What do I do now?

Verify [hours of operation](https://www.enterprise.com/en/home.html) at the Enterprise location you are renting from. It is possible that the location is closed at the time you are entering into Concur.

Note: pick-up and/or drop-off hours may need to be modified to accommodate the location hours of operation.

If you have determined that Enterprise does not have any cars available, explore other options.  Look into renting from National or Hertz, and if none of our preferred partners have availability you may want to condenser driving your personal vehicle or work with our travel agency to use another vendor.

Contact your [campus travel manager](https://www.wisconsin.edu/travel/support/) for assistance in determining the best alternative.

The Enterprise location I need to rent from is not open Saturday afternoon or Sunday. Do I have to pay for the extra day(s)?

Yes. However, it is highly encouraged that you check with your location to learn of any discounts for Saturday and Sunday.

Note: Most Airport locations are open on weekends.

**For Wisconsin originating locations only:** Monday through Friday there is no charge for picking up a vehicle the night before it is needed. If you need to pick up a car on Saturday for an early Monday reservation, a $30 fee will be assessed. If a Friday night pick up is needed the fee will be $40. Additional charges for Friday and Saturday rentals will include insurance coverage for official University business only. Charges will begin on the needed rental day at 7:30 a.m.

We have a contract with a local bus company (Lamers) for regular season travel. Does this travel change have any impact on that?

No changes to local contracts will be necessary with the change of travel management companies. However, Short’s Travel Management specializes in athletic travel and has a lot of experience with bus/ground transportation. They are both willing and able to book and manage reservations with current contracts on your behalf. It will be up to each campus to determine if they’d like Short’s to be involved in the booking of local ground transportation. Part of the implementation with Shorts includes reviewing current contracts and discussing how they can help manage them.

**Lodging**

# Can I book my hotel directly with the property?

Yes. While we highly recommend using Concur or our contracted travel agencies, policy does allow you to contact the hotel directly (either by phone or on the hotel website) to book your lodging reservation.

# Can I book my hotel on hotels.com or booking.com, etc.?

No. Third party booking websites are prohibited under the travel policy

# How do I book my conference hotel?

Conference lodging should be booked using the link provided with your conference registration or by contacting the conference hotel directly.

**Note:** *Users are highly encouraged to search Concur for the conference hotel(s) as often rates found within Concur are less costly than the conference rate.*

# What hotels are under contract and where are they located?

A listing of 2020 UW System contract properties is available on UW TravelWIse under Policies & Resources in a comprehensive hotel directory. See the [UW System Hotel Directory](https://onsite.cvent.com/bt-search-ui/#/). The directory is searchable by location and contains summary details of the property, including negotiated rates.

# Do I have to book a hotel that is considered a UW ‘preferred’ property?

We highly encourage you to use UW preferred properties whenever possible.

# What if there are no preferred hotels in my business location or preferred hotels are full and not available?

Reserve a non-preferred hotel within Concur, with an agent or by contacting the hotel directly – ensure that the property has a room available within the UW maximum for the location. Refer to the [Rate Calculator](https://portal.sfs.wisconsin.edu/psc/sfs/EMPLOYEE/ERP/c/UW_EX_CUSTOM.UW_EX_PDCALC.GBL) to determine per night maximum lodging amount for the location.

# What if I can’t find a hotel under the UW maximum rate for the location I’m traveling to?

If you are unable to find lodging within a reasonable distance from your location, you are required to provide documentation (i.e. screenshots from Concur) that a lower rate was not available.

# How do I pay for my hotel costs?

Payments must be made at check-out by the traveler using charge cards as required by the institution. Lodging costs will be reimbursed to the traveler after approval and audit. The current UW travel policy allows for one-night deposit.

# Can I book Airbnb?

No, current UW policy does not allow for Airbnb bookings. This policy is under review with the potential to allow Airbnb in the future.

# Am I eligible to use state or other government rates outside of Wisconsin?

Usually UW travelers are not eligible for any government rates that are available in other states, this includes those listed in Concur. These rates are generally only for state and other governmental employees of that particular state. We caution against taking these rates as UW travelers have experienced being denied the state government rate as they aren’t an employee of that state with proper identification. This results in the traveler having to pay a higher rate. It is highly recommended that you use consortium hotels at government-based rates whenever available to avoid these issues.

I am a coach traveling to recruit. Do I book through Shorts or Travel Inc.?

All NCAA related should be booked through Shorts.

Can I book lodging and get the AAA or senior rates?

Yes, if you are a member of AAA or AARP and those rates are lower than the university contracted rates, you are free to book those rates either with our travel agency vendors or directly with the hotel property.

Note: In order for these rates to appears in Concur searches, please make sure that your Concur profile is updated with membership numbers.

I have always used concur when booking my hotels for travel and always picked the preferred hotel within the per diem rate. In every section I can within the steps to reserve, I put that this is UW System Tax Exempt and include the tax-exempt number. However, on almost every occasion I need to show my tax-exempt card when I check-in. Should it be automatic since it's booked through the Concur site and the agencies?

It is not necessary to add tax exempt information in Concur and there is no benefit to doing so. The traveler is required to present the tax-exempt card upon check-in to the hotel. The travel agency/Concur does not have the capability to remove taxes, they are simple the booking channel.

Approved hotel vendors: A lot of the travel for my area is in rural towns, with limited options for hotels. Usually I can get them for the reduced rate, but because they’re not an approved vendor, I can’t stay there. This then requires me to stay a long way from my destination. I experience this a lot in Northern WI and UP Michigan.

While preferred/contracted properties are highly recommended, it isn’t always practical to utilize them.  UW Travel Policy does not require the use of preferred hotels nor does it require or encourage travelers to stay a long way from their destination in order to book a preferred hotel.  You may book through Concur, our travel management company, or directly with the hotel as long as property’s rates are within UW lodging maximum (refer to rate calculator). Booking with a 3rd party consolidator (i.e. Expedia, Orbitz, hotels.com) is not reimbursable under UW policy.  Furthermore, if a property is over the lodging rate maximum but is the only property within a reasonable distance of your desired location, with proper documentation, exceptions may be granted to allow for bookings over the maximum rate (at the discretion of the approver).

**Travel Project:**

# Where can I find information regarding the travel agency changes?

Visit our travel [project website](https://www.wisconsin.edu/pmo/uwtravelwiseproject/) for all updates.

# How do I contact the new agencies?

The UW TravelWIse website will be updated with all agency contact information prior to the July 1, 2020 go-live date. Please see our [agency vendor guide](https://www.wisconsin.edu/pmo/download/Travel-Agency-Vendor-Guide.pdf) for more information but remember, the email addresses and phone number listed on this document will not be operational until July 1, 2020.

# Why are we making these changes?

Please review the [Changes to the travel Program Talking Points](https://www.wisconsin.edu/pmo/uwtravelwiseproject/change-champion-toolkit/) document.

# Will there be trainings provided on the changes to the travel program?

Yes, both live webinars and recorded trainings will be available. Please watch the UW TravelWIse website or reach out to your [campus travel manager](https://www.wisconsin.edu/travel/support/) for more information. Our current training timeline can be found on the [project website](https://www.wisconsin.edu/pmo/download/Timeline-slides.pdf).

What changes are being made to the travel policy?

UW System is making progress on evaluating and updating its travel policies, despite the impact of the COVID-19 stay at home order. We continue to make progress with travel service transition. We launched the new [UW TravelWIse website](https://www.wisconsin.edu/travel/) on April 1, and the transition to the new travel vendors is on course, set to take place July 1.

However, because of the effects of COVID-19 on UW System workforce, the rollout of changes to travel policy has been altered. UW System plans to release some minor policy changes this summer, with additional policy changes likely presented the first part of 2021. Continued effects of COVID-19 on the UW System could alter that timeline.

A ‘Lite’ release of policy changes has been proposed and is currently under review.  We will not know until late May/early June if the policy changes will be approved for July 1, 2020.  We hope to be able to share more information during the May Change Champion meeting.

Can I use my airline frequent flier numbers/hotel & car loyalty programs for University related travel?

Yes.

**UW TravelWIse website:**

What insurance am I covered by when I travel?

There are several different types of insurance available to UW Employees. Please reach out to your Human Resources Representative for more information.

Insurance that is specific to travel –

* Vehicle coverage through the [Big Ten contract](https://www.wisconsin.edu/travel/policies/ground-transportation/enterprise-national-car-rental-big-ten-rates-and-procedures/) (Enterprise and National) and [State of Wisconsin contract](https://www.wisconsin.edu/travel/policies/ground-transportation/state-of-wisconsin-naspo-hertz-contract-procedures/) (Hertz)
* [CISI](https://www.wisconsin.edu/risk-management/studyabroad/) – medical insurance required for students who are traveling Internationally

\* The University [does not pay for or reimburse trip insurance](https://www.wisconsin.edu/uw-policies/uw-system-administrative-policies/purchase-payment-of-business-air-travel/#F.Non-PayableorReimbursableExpenses).

What trainings are currently being planned?

We are currently planning on the below training options:

* Frequent traveler live webinars (recorded session will be available)
* Infrequent traveler recorded webinar (high level overview of the changes)
* New Process for Administrative Groups and Group Air (with Travel Incorporated)
* In-person Shorts campus roadshow
* Updated process videos
* How to Concur videos
* Campus open houses
* Unused ticket process recordings (for both individual travelers and groups)
* Airbnb

**Reimbursement:**

# Can I be reimbursed for my REAL ID?

No, REAL ID is a non-reimbursable expense.

Will the reimbursement process stay the same for employees and non-employee reimbursements?

No changes are being made to the E-Reimbursement process.

*Updated May 15, 2020*